



Meauxmentum Strategies & Investments, LLC

EMPLOYEE HANDBOOK

IMPORTANT: This Employee Handbook is designed to provide all employees with important information regarding Company policies, procedures, expectations, and benefits. Employees are responsible for reading, understanding, and complying with all policies contained in this Handbook, as well as any future revisions or updates.

This Handbook is an overview or a guideline. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to your manager or Human Resources.

This Employee Handbook is not a contract. MSI generally does not offer individual employees formal employment contracts. This Handbook does not create a contract, express or implied, guaranteeing you any specific term of employment, nor does it obligate you to continue your employment for a specific period of time. Your employment is "at will" which means you may be terminated at any time, with or without cause, and without prior notice by the company, or you may resign for any reason at any time. Only the President of the Company has the authority to enter into any written agreement for employment for any specified period of time or to make any agreement contrary to the above.

The Company reserves the right to interpret, modify, suspend, or eliminate any policy at its discretion with or without notice, subject to applicable law. We will communicate such changes by appropriate means. However, such a communication is not required for changes to be effective.

An employee's failure or refusal to sign an acknowledgment of receipt for this Handbook does not exempt the employee from the responsibility to understand and comply with all Company policies. All policies apply to every employee regardless of whether the employee has signed or acknowledged receipt of the Handbook. Continued employment with the Company constitutes acceptance of and agreement to comply with the policies and standards set forth in this handbook.

Any reference to one gender in this handbook applies to both genders. In all cases, MSI will act in accordance with, interpret, and apply the policies and guidelines in this Handbook in compliance with both state and federal law.

This version of the employee handbook was published: 2026

INTRODUCTION:

Welcome to **Meauxmentum Strategies and Investments, LLC (“MSI” or “the Company”)**! At Meauxmentum Strategies & Investments LLC, we believe our greatest asset is our people. Your dedication and hard work drive our success and strengthen the foundation of our organization. This handbook serves as a guide to understanding our culture, values, policies, and practices, ensuring you have the resources & support you need to thrive at MSI.

We are committed to fostering a workplace that values collaboration, accountability, and growth. Our objective is to empower every team member to contribute meaningfully to the company’s vision while advancing their personal and professional goals. Whether you’re a new hire or a long-standing employee, you are essential to us fulfilling our mission of being **Consistently, Best on Block in everything we do!**

This handbook reflects our commitment to transparency, fairness, and mutual respect. It is designed to provide clarity on our expectations, highlight the resources available to you, and outline the policies that guide our day-to-day operations. Please take the time to review its contents and keep it as a reference.

We are excited about the opportunities and challenges ahead, and we look forward to achieving remarkable milestones together. Thank you for choosing to be a part of Meauxmentum Strategies & Investments LLC. Let’s make this a year of meaux success!

Sincerely,

Tammy Pettigrew

Tammy Pettigrew
Chief People Officer

IMPORTANT: All policies and guidelines outlined in this handbook (including addendums, agreements, and acknowledgments) apply to all employees of MSI and its affiliated companies, including but not limited to:

- North Texas Bells, LLC
- North Texas Wings, LLC
- Memphis Wings Organization, LLC
- Southern Wings Enterprises, LLC
- Oklahoma Chicks Management, LLC
- Austin Chicks Management, LLC
- Indy Chicks Management, LLC
- Dallas Chicks Management, LLC



OUR COMPANY:

At Meauxmentum Strategies & Investments, LLC (MSI), our foundation is built on a clear mission, an inspiring vision, inclusive values, and a meaningful purpose. Together, these guide our decisions, shape our culture, and define who we are as an organization.

VISION:

Lead multiple brands at premier levels while engaging, empowering, and elevating our teams and the communities we serve.

PURPOSE:

Spread joy, create opportunities, and enrich lives.

MISSION:

Be Consistently Best on the Block in everything we do.

CORE VALUES:

- Positive Energy
- Accountability
- Recognition
- Servant Leadership

These principles are the foundation of everything we do at MSI. As a valued member of our team, you play an essential role in bringing our vision, purpose, and mission to life. Together, we are building a culture of excellence, respect, and success.

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EMPLOYMENT AT WILL

Employment at **Meauxmentum Strategies & Investments, LLC** (“MSI” or “the Company”) is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President/Owner of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this, or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative other than President of the company is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act (NLRA). Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. MSI employees have the right to engage in or refrain from such activities.

EQUAL OPPORTUNITY EMPLOYMENT & INCLUSION

Equal Employment Opportunity & Anti-Discrimination:

MSI provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

MSI expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties will not be tolerated.

MSI will attempt to make a reasonable accommodation for an otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon MSI's business operations.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources. The company will not allow any form of retaliation against individuals who raise issues regarding equal employment opportunities.

Complaints of discrimination or retaliation should be reported to Human Resources or the Business Abuse Hotline at 1-888-751-TEAM (8326).

Commitment to Inclusion:

MSI respects the individuality of all guests and employees, a principle that guides the way we interact and do business every day. We strive to create a comfortable, welcoming atmosphere for all.

We value all our employees and their individual viewpoints, beliefs, experiences, and backgrounds. We are committed to making the most of each person's abilities and talents by creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at MSI.

Americans with Disabilities Act (ADA) & Reasonable Accommodation:

MSI is committed to the fair and equal employment of individuals with disabilities under the ADA. It is MSI's policy to provide reasonable accommodation to qualified individuals with disabilities unless the accommodation imposes an undue hardship on the company. MSI prohibits any harassment of, retaliation against, or discriminatory treatment of, employees or applicants based on a disability or because an employee has requested a reasonable accommodation.

In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. An employee or applicant with a disability may request an accommodation through the Human Resources department. They should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation to the extent permitted and in accordance with applicable law. The company will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made or if any other possible accommodation is appropriate. If medical documentation regarding the disability and possible accommodation is requested, the employee is responsible for providing such information. All information obtained concerning the medical condition or medical history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

MSI prohibits harassment or discrimination based on disability or because an employee has requested a reasonable accommodation. MSI prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws. Employees should report any harassment, discrimination, or retaliation they have experienced or witnessed using the Harassment Complaint Procedure.

Anti-Harassment & Anti-Sexual Harassment:

MSI prohibits intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated by MSI.

Furthermore, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. MSI will take all reasonable steps necessary to prevent and eliminate unlawful harassment.

“Unlawful harassment” is conduct that has the purpose or effect of creating an intimidating, a hostile, or an offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class.

Unlawful harassment includes, but is not limited to, jokes; pranks; innuendo; comments; written or graphic material; stereotyping; slurs; epithets; or other threatening, hostile, or intimidating acts based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws.

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. “Sexual harassment” can include all the above actions, as well as other unwelcome conduct, and is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly as a term or condition of any individual’s employment or as a basis for employment decisions.
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or an offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not.
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one’s sex life; comments about an individual’s body; and comments about an individual’s sexual activity, deficiencies, or prowess.
- Displaying sexually suggestive objects, pictures, or cartoons.
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments.
- Inquiries into one’s sexual experiences.
- Discussion of one’s sexual activities.

This policy also forbids sexual favoritism in the making of any employment decision. “Sexual favoritism” occurs whenever a manager makes a decision based upon an employee’s receptiveness to sexual advances. MSI prohibits that conduct even if it is isolated in nature and not sufficiently widespread to create an issue of unlawful conduct.

All employees should take a special note that, as stated above, it is against MSI policy to retaliate against an individual who has complained about sexual or other harassment and/or to retaliate against an individual for cooperating with an investigation of sexual or other harassment.

Employee Complaint Procedure:

If an employee believes they have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, they are requested and encouraged to make a complaint. They may complain directly to their immediate restaurant or department manager, Human Resources, any other member of management with whom they feel comfortable bringing such a complaint, or via the Business Abuse Hotline at 1-888-751-TEAM (8326). Similarly, if employees observe acts of discrimination toward or harassment of another employee, they are requested and encouraged to report this via one of the methods listed above.

All complaints will be investigated promptly, and confidentiality will be protected to the extent possible. A timely resolution of each complaint should be reached and communicated to the parties involved, when appropriate.

If the investigation confirms conduct that violates this policy has occurred, MSI will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No retaliation, reprisal, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to Human Resources or the Business Abuse Hotline at 1-888-751-TEAM (8326).

Pregnant Workers Fairness Act & Related Accommodations:

It is MSI’s intent to reasonably accommodate qualified individuals who are pregnant and make a request for reasonable accommodation. MSI will comply with all federal and state laws concerning the employment of individuals who are pregnant including pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth.

It is the Company’s policy not to discriminate against qualified individuals who are pregnant in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment. An individual who can be reasonably accommodated for

a job without undue hardship will be given the same consideration for that position as any other applicant.

The Company will also reasonably accommodate qualified individuals who are pregnant so that they can perform the essential functions of their job if such can be provided without undue hardship to the Company. Reasonable accommodations related to pregnancy, childbirth, or medical conditions related to pregnancy or childbirth will be provided unless the accommodation imposes an undue hardship on the Company. Reasonable accommodations include but are not limited to:

- more frequent or longer bathroom breaks.
- breaks for increased water intake and periodic rest.
- time and space to breastfeed and express breast milk.
- sitting while working.
- assistance with manual labor, strenuous activities, and activities that involve exposure to compounds deemed unsafe during pregnancy.
- the acquisition or modification of equipment.
- part-time or modified work schedules.
- appropriate adjustments or modifications of examinations, training materials, or policies.
- receiving appropriately sized uniforms and safety apparel.
- reassignment to a vacant position.
- time off/leave to recover from childbirth or as required by the employee's pregnancy, childbirth, or related conditions.

Employees taking leave under this policy will be required to use paid time off, if available. Otherwise, the leave will be unpaid.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health or safety of the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made regarding the employee's immediate employment situation.

An employee requesting an accommodation will be expected to provide documentation from their health care provider stating the medical justification, description of the reasonable accommodation(s) that are medically advisable, the date the accommodation becomes effective, and probable duration of the reasonable accommodation(s).

Individuals who are pregnant (as defined below) and would like to request a reasonable accommodation because of pregnancy (including pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth) must contact their manager and Human Resources.

As used in this policy, terms shall have the same meanings as in the ADA policy. Additionally, “pregnancy” means pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth.

Anti-Retaliation:

MSI is committed to maintaining a work environment that is free of harassment, intimidation, discrimination, and retaliation for engaging in protected activity such as reporting violations or participating in an investigation pertaining to alleged violations of laws, the Code of Conduct, or MSI policies or procedures. MSI’s objective is to promote an atmosphere where employees and others feel safe to engage in frank, honest communication – raising questions or concerns at any time without fear of retaliation.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. Pursuant to this policy, “adverse conduct” includes, but is not limited to:

- Shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
- Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation.
- Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation under this policy include firing, demotion, denial of promotion, unjustified negative performance assessments, increased surveillance, harassment, and assault.

MSI strictly prohibits any form of retaliatory action against employees who raise issues or ask questions, make reports, participate in an investigation, refuse to participate in suspected improper or wrongful activity, or exercise workplace rights protected by law. Situations or behaviors that could lead to an employee engaging in a protected activity include, but are not limited to the following:

- Discrimination or harassment
- Fraud
- Unethical or unprofessional business conduct
- Non-compliance with MSI policies/procedures, including the Code of Conduct
- Real or potential threats to MSI workers or the public’s health and/or safety
- Violations of local, state, or federal laws and regulations
- Other illegal or improper practices or policies.

Retaliation occurs when an employer takes adverse action against an employee because she/he engaged in a protected activity. Adverse action includes, but is not limited to:

- Demotion
- Suspension
- Termination
- Failing to hire or consider for hire or promotion.
- Failing to give equal consideration in making employment decisions or to make impartial employment recommendations.
- Adversely impacting working conditions or otherwise denying any employment benefit to an employee.
- Creating a hostile or intimidating work environment.

MSI prohibits retaliation even if the concerns raised are not confirmed following an investigation. However, an employee may be subject to adverse action for knowingly making a false allegation, providing false or misleading information in the course of an investigation, or otherwise acting in bad faith.

This anti-retaliation policy does not exempt employees from the consequences of their own misconduct or inadequate performance, and self-reporting such issues is not considered protected activity. The policy also does not prevent MSI from managing employee performance and addressing conduct issues after an employee has engaged in protected activity, so long as protected activity is not the reason for the performance management.

MSI depends on its employees to raise questions or concerns so that the company can take appropriate action. All employees are required to report any suspicion of improper or wrongful activity.

Reports of suspected improper or wrongful activity will be treated confidentially, and employees have the choice to report concerns anonymously. If submitting a concern anonymously, it is important to provide sufficiently detailed information regarding the subject matter of concern and identify potential witnesses to ensure the concern can be effectively addressed. Employees who believe they have either witnessed retaliation or been personally retaliated against or that any other violation of this policy has occurred, or who have questions concerning this policy, should follow the Employee Complaint Procedure or contact Human Resources or the Business Abuse Hotline at 1-888-751-TEAM (8326). MSI takes all claims of retaliation very seriously and reports will be reviewed promptly and investigated where appropriate.

Employment of Minors:

MSI recognizes that there are benefits for minors younger than age 18 to work, such as increasing vocational skills, improving self-esteem, and learning to manage money. This policy describes MSI's general rules regarding employment of minors who are younger than age 18. MSI adheres to all applicable federal and state laws and regulations regarding employment of minors.

Minors Younger than Age 16: MSI does not hire minors who are younger than age 16 to work in any position at any of its restaurants or locations.

Minors Age 16+: MSI hires minors who are at least age 16 but younger than age 18 only to perform work in non-hazardous jobs.

Please note: MSI does not hire minors (individuals under age 18) in the state of Tennessee.

EMPLOYMENT RELATIONSHIP

Employment Classification:

To determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, MSI classifies its employees as shown below. MSI may review or change employee classifications at any time.

Exempt: Exempt employees are typically paid on a salary basis and are not eligible to receive overtime pay.

Non-exempt: Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

Regular, full-time: Employees who are not in a temporary status and work a minimum of 30 hours weekly and maintain continuous employment status. Generally, these employees are eligible for medical benefits offered by the company and are subject to the terms, conditions, and limitations of each benefits program. (Please note: For the purposes of the Company's PTO policy, 35 hours is considered full-time.)

Regular, part-time: Employees who are not in a temporary status, who are regularly scheduled to work less than 30 hours weekly, and who maintain continuous employment status. Part-time employees are not eligible for paid benefits offered by the company, with limited exception made for the 401(k) plan as required by law.

Temporary, full-time: Employees hired on an interim basis to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Temporary, part-time: Employees hired on an interim basis to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work less than 30 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Note that a temporary employee may be offered and may accept a new temporary assignment with the Company and thus still retain temporary status.

Employees should be informed of their initial employment classification as an exempt or nonexempt employee upon hire. If an employee changes positions during employment as a result of a promotion, transfer, or otherwise, they will be informed of any change in their exemption status. Please direct any questions regarding employment classification or exemption status to Human Resources.

The above classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and the Company.

Workweek, Schedules & Hours of Work:

The standard workweek is from Wednesday through Tuesday. Individual work schedules will vary across the company based on the needs of each department and restaurant.

Restaurant Service Center (RSC) core office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Restaurants may be open up to seven (7) days a week; specific store hours vary. Schedule requests for specific days and hours should be made known to your manager in writing at least two (2) weeks prior to the schedule posting, if possible. Managers will try to accommodate all scheduling requests but cannot guarantee them.

Schedules may change throughout the course of a week due to unexpected or unavoidable circumstances. In this case, managers will attempt to minimize schedule disruption and employees are expected to make every attempt to accommodate staffing needs. Daily and weekly work schedules may also be changed from time to time at the discretion of the Company to meet the varying conditions of business.

Recruitment & Hiring:

MSI's primary goal when recruiting new employees is to fill vacancies with individuals who have the best available skills, abilities or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of employees are made based on job-related criteria only.

When positions become available, qualified current employees are strongly encouraged and welcome to apply. An employee must be in their current position for a minimum of six (6) months to be eligible to apply for another position. Open positions will be posted or made available to all employees. The hiring manager (or his or her designee) will arrange interviews with employees who apply.

Referrals from current employees are also strongly encouraged.

Artificial Intelligence (AI) Use in Recruiting & Employment Practices:

The purpose of this policy is to establish clear guidelines for the ethical, lawful, and responsible use of Artificial Intelligence (AI) and automated technologies in recruiting, hiring, and other employment-related practices. This policy is designed to enhance efficiency and decision-making while ensuring fairness, transparency, data privacy, and compliance with applicable employment laws.

This policy applies to all employees, contractors, and third-party vendors who use or support AI-enabled tools in connection with employment-related activities, including but not limited to:

- Talent sourcing and advertising
- Resume screening and candidate matching
- Interview scheduling or assessment tools
- Hiring recommendations
- Onboarding support tools
- Workforce planning and analytics

This policy applies across all brands, applicable functions, and restaurant operations.

For purposes of this policy, Artificial Intelligence (AI) refers to software or systems that use algorithms, machine learning, natural language processing, or other automated decision-support technologies to analyze data, generate recommendations, or assist with employment-related decisions.

All use of AI in employment practices must align with the following principles:

a. **Human Oversight:** AI tools are intended to support—not replace—human judgment. Final employment decisions, including hiring, promotion, discipline, and termination, must always involve human review and accountability.

b. **Fairness and Non-Discrimination:** AI tools must be used in a manner that promotes equitable treatment of applicants and employees. The Company prohibits the use of AI in any way that results in unlawful discrimination based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, veteran status, or any other protected characteristic.

c. **Transparency:** Where required by law or appropriate by practice, the Company will provide notice to candidates and employees regarding the use of AI-enabled tools in employment processes.

d. Data Privacy and Security: All data used by AI systems must be handled in accordance with the Company's data privacy, information security, and record retention policies.

When approved by Human Resources, AI tools may be used for the following purposes:

- Drafting and optimizing job postings
- Supporting candidate sourcing efforts
- Assisting with resume screening based on job-related criteria
- Scheduling interviews or sending automated communications
- Providing decision-support insights to recruiters or hiring managers
- Identifying process efficiencies and workforce trends

AI tools may NOT be used to:

- Make fully automated hiring or employment decisions without human review
- Screen out candidates based on protected characteristics or proxies for protected characteristics
- Analyze facial expressions, voice tone, or biometric data unless explicitly approved and legally permissible
- Collect, store, or analyze personal data without appropriate consent or legal authority
- Generate employment decisions that cannot be explained or justified using job-related criteria

All AI-enabled recruiting or employment tools must be reviewed and approved by Human Resources prior to implementation. Vendors must demonstrate compliance with applicable employment laws, data privacy standards, and bias-mitigation practices. Agreements and contracts with AI vendors should include provisions related to data ownership, security, audit rights, and compliance obligations.

The Company will use AI tools in compliance with all applicable federal, state, and local laws, including but not limited to:

- Equal Employment Opportunity (EEO) laws
- Fair Credit Reporting Act (FCRA), where applicable
- State and local AI-related employment regulations

Employees involved in recruiting or hiring must receive appropriate guidance or training on the responsible use of AI tools. Misuse of AI tools or failure to follow this policy may result in disciplinary action, up to and including termination of employment.

Employees who have concerns regarding the use of AI in employment practices, including potential bias or misuse, should report those concerns to Human Resources.

This policy will be reviewed periodically to ensure continued compliance with legal requirements and alignment with Company values and operational needs.

Background Checks:

Employment offers for certain positions at MSI are contingent upon clear results of a thorough background check. Background checks will be conducted on final external candidates and internal employees who are promoted. These positions include but are not limited to corporate/RSC positions (including maintenance and IT) and RGM and above positions.

Background checks may include:

- Social Security Verification: validates the applicant's Social Security number, date of birth and former addresses.
- Prior Employment Verification: confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire.
- Personal and Professional References: calls may be placed to individuals listed as references by the applicant.
- Educational & Certification Verification: confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received. Certification verification confirms the obtainment of professional certifications.
- Criminal History: includes review of (county, state, & federal) criminal convictions, probation status, sex offender registry, etc. The following factors will be considered for applicants with a criminal history:
 - The nature of the crime and its relationship to the position.
 - The time since the conviction.
 - The number (if more than one) of convictions.
 - Whether hiring, transferring, or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

The following additional background searches may be required if applicable to the position:

- Motor Vehicle Records: provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position.

Final candidates for background check- eligible positions will be required to complete a background check authorization.

Human Resources is responsible for ordering background checks. MSI uses a third-party employment screening service to conduct the checks. A designated HR representative will review all results.

The HR representative will notify the hiring manager regarding the results of the check. If a decision not to hire or promote a candidate is made based on the results of a background check, there may be certain additional Fair Credit Reporting Act (FCRA) requirements that will be handled by Human Resources in conjunction with the employment screening service (if applicable).

Please note, depending on the results of a background check, adverse background information may result in loss of employment for internal promotion candidates. Background check information will be maintained in a file separate from employees' personnel files for a minimum of five years.

MSI reserves the right to modify this policy at any time without notice.

Attendance & Punctuality:

All employees are expected to arrive on time, ready to work, every day they are scheduled to work.

If unable to arrive at work on time, or if an employee will be absent for an entire day/shift, the employee must contact their manager as soon as possible. Voicemail, text, and e-mail messages are not acceptable except in certain emergency circumstances.

Excessive absenteeism and tardiness can put an unnecessary burden on other employees and negatively impact a department or restaurant's success. Abuse in this area will result in discipline up to and including termination. Failure to show up or call in for a scheduled shift without prior approval may also result in disciplinary action.

If an employee fails to report to work or call in to inform the manager of the absence for three (3) consecutive days or more, the employee will be considered to have voluntarily resigned from employment.

Hourly restaurant employees are expected to abide by the following rules regarding attendance and hours:

- Employees are expected to report to work promptly and begin work at their scheduled time.

- Employees should clock in at the exact time they are scheduled to work, in uniform and prepared to get to work.
- Employees are required to work until the end of their shift. An employee's scheduled out time (end of shift) may be altered by a manager based on the level of business. An employee's scheduled shift may be shortened or lengthened at the discretion of a manager.
- Employees should clock out at the time that they are scheduled to or when directed to do so by a manager. Employees should clock out in uniform.

Hourly, non-exempt employees are not permitted to perform any work "off the clock." All work performed by the employee on behalf of the Company should be recorded on the employee's timecard. If there is an error with the time recorded on an employee's timecard, they should inform their manager as soon as possible.

Employee Privacy:

We care about our employees and know that your privacy is important to you. We adhere to the principle that your personal information should be collected only for legitimate business purposes; shared only with those who need and are allowed access; protected in accordance with internal security policies and privacy laws; and retained only as long as necessary.

During your working relationship with MSI, we will collect and process the following information about you:

- Your name and contact details (such as job title, mailing addresses, telephone numbers, and email addresses)
- Additional personal information (such as date of birth, gender, marital status, emergency contact information, and social security number)
- Payroll information (such as bank account details, payroll records, and tax status information)
- Benefits information (such as salary, bonus, pay, leave, and dependent information)
- Dates and location of employment and information about termination (including related recordings or documents)
- Recruitment information (such as copies of right to work documentation, references, background check details, education/qualifications, and other information included in a resume)
- Employment records (such as work history, working hours, training records, terms of employment or engagement, and performance, and disciplinary information)

We primarily process this information to allow us to appropriately engage with you and to help us comply with legal obligations to which we are subject. For example, we process your information for

these purposes when we determine the terms on which you work with us; provide and administer your benefits; evaluate your performance and make decisions about compensation and advancement; ensure compliance with our internal policies; and maintain network and information security.

We may also collect and process certain sensitive information about you, such as criminal convictions and offenses and ability to work (including certain health data and periods of incapacity to work, where required by law).

Where appropriate, we will collect information about criminal convictions and offenses as part of the recruitment or promotion process or we may be notified of such information directly by you or someone else in the course of you working for us. We will use information about criminal convictions and offenses only to confirm suitability for a particular job following an offer of employment, promotion, or engagement or when relevant in investigating and acting upon allegations reported through internal avenues. We will typically only collect such information where it is appropriate given the nature of the role or where such processing is necessary to carry out our obligations and where we are legally able to do so. Such processing is carried out to comply with legal obligations or to exercise rights in connection with our employment relationship with you. We may also process this type of information where it is needed in relation to legal claims, where it is necessary to protect your interests (or someone else's interests), or where you have already made the information public.

We use information on your ability to work (including certain health data and records on periods of incapacity to work) in the course of maintaining our employment relationship with you and to help us comply with legal obligations.

Any employee who obtains, uses, or discloses an employee's personal information, including Social Security numbers, for unauthorized purposes or contrary to the requirements of this policy will be disciplined, up to and including termination. The company will cooperate with government investigations of any person alleged to have obtained, used, or disclosed another employee's information for unlawful purposes.

It is MSI's goal to respect the individual privacy of its employees and at the same time maintain a safe and secure workplace. When issues of safety and security arise, employees may be requested to cooperate with an investigation. The investigation may include the following procedures to safeguard the company and its employees: searches of personal belongings, searches of work areas, searches of private vehicles on company premises, medical examinations, and the like. Employees have no expectation of privacy with respect to any items or property on company premises. When necessary for legitimate work-related reasons, employees may be subject to a personal search and inspection of any item (including but not limited to, purses, bags, packages,

briefcases, etc.) on company property, including the employee's vehicle. Failure to cooperate with an investigation or search is grounds for termination. Providing false information during any investigation may lead to discipline, including termination.

Employees are expected to make use of company facilities or property only for the business purposes of the company. Accordingly, materials that appear on company hardware or networks are presumed to be for business purposes, and all such materials are subject to review by the company at any time without notice to the employees. Employees do not have any expectation of privacy with respect to any material on company communications systems, computer systems, equipment, or property. MSI regularly monitors its communications systems and networks as allowed by law. Monitored activity may include voice, e-mail, and text communications, as well as Internet search and browsing history. Employees who make excessive use of the communications system for personal matters, who use these systems in a manner that violates any law or provision of this handbook, or whose use interferes with performance of the employee's job are subject to discipline. Employees are expected to keep personal communication to a minimum and to emergency situations.

As part of its security measures and to help ensure a safe workplace, MSI has positioned security cameras capturing video, and in some cases audio, to monitor various areas of its facilities. Please note: Video cameras will never be used in private areas, such as restrooms, etc.

Security Camera Access, Use, & Retention:

The Company utilizes security cameras, including video and, in some cases, audio recording, in designated areas of Company facilities to support workplace safety, loss prevention, incident investigation, compliance with legal obligations, and protection of Company assets, employees, and guests.

Cameras are not installed in private areas such as restrooms, locker rooms, or changing areas. Employees and guests should have no expectation of privacy in areas where monitoring is permitted and disclosed, except as required by applicable law.

Proper access, use, handling, and disclosure of security footage is critical to protecting privacy rights, maintaining the integrity of investigations, and reducing legal and reputational risk. This policy establishes strict requirements regarding who may access security cameras, how footage may be used, and under what circumstances footage may be shared or retained.

Access to live camera feeds and recorded footage is strictly limited to the following roles and only for legitimate business purposes:

- Restaurant General Managers (RGMs)
- Above Store Leaders (ASLs) including Area Coaches, Directors, and Vice-Presidents

- Loss Prevention
- Human Resources (HR)

Please note: Security camera access is managed by Operations Services, granted on a need-to-know basis, and may be revoked at any time at the Company's sole discretion. RGMs will be granted 'view only' access. Other authorized roles may have enhanced system access. Under no circumstances may security camera access credentials be shared or used by anyone outside of the authorized individual.

Security camera systems may be accessed or reviewed only for legitimate business reasons, including but not limited to:

- Safety incidents, accidents, or injuries
- Threats, altercations, or criminal activity
- Loss prevention, theft, or fraud investigations
- Workplace misconduct investigations
- Risk management and legal compliance
- Use for training purposes

Security footage must never be used for:

- Personal curiosity
- Monitoring employee performance unrelated to a documented business concern
- Retaliation, harassment, or intimidation
- Entertainment or non-business purposes

To protect privacy and legal integrity, the following guidelines and restrictions apply:

A. Downloading & Storage

- RGMs are explicitly prohibited from downloading, saving, copying, recording, photographing, or storing security images or video.
- Other authorized users (with enhanced system access) are prohibited from downloading, saving, copying, recording, photographing, posting, or storing security images or video on:
 - Personal - phones, laptops, tablets, USB drives, or external storage devices, email, messaging apps, cloud storage, social media, or any other non-approved platform.
- Copies of images or video may only be stored on company-issued devices, if needed, and only in compliance with Company retention, investigation, and risk management protocols.

B. Sharing & Disclosure

- Authorized users are not allowed to share, email, text, show, send, stream, post, or otherwise disclose security footage or still images derived thereof to:

- Restaurant employees or coworkers
- Other managers or leaders without a business need to know
- Guests or family members
- Police or law enforcement, attorneys, regulatory agencies, insurance representatives, etc.

Outside entities and third parties may obtain security camera footage only with a valid court order, subpoena, or legal directive. This restriction applies regardless of how formal or urgent the request may seem. Only authorized Loss Prevention and HR users are approved to provide copies, clips, links, or access to security footage to any third party. If law enforcement requests footage on-site, managers must:

1. Decline to provide footage directly
2. Document the request
3. Immediately notify Loss Prevention or HR for follow-up and handling

Where audio recording is enabled, it is to be used only in compliance with applicable federal, state, and local laws. Unauthorized use, monitoring, or disclosure of audio recordings is strictly prohibited and subject to heightened legal scrutiny.

Authorized users are entrusted with increased responsibility regarding security systems. Failure to follow this policy may compromise investigations, violate privacy laws, and expose the Company to significant legal risk. As such, all Managers and authorized users are responsible for:

- Ensuring system access is not shared.
- Using footage only for legitimate, documented business purposes.
- Promptly escalating incidents requiring review to Loss Prevention or HR.
- Protecting the confidentiality and integrity of all security footage.

Concerns regarding misuse or abuse related to this policy should be reported to Human Resources or the Business Abuse Hotline at 1-888-751-TEAM (8326).

Any violation of this policy — including unauthorized access, downloading, sharing, storage, misuse, or disclosure of security footage — is considered a serious breach of trust and confidentiality.

Violations may result in immediate termination of employment, without prior warning, subject only to this policy and applicable law. The Company reserves the right to pursue additional action, including legal remedies, where appropriate.

Confidentiality:

The protection of confidential business information and trade secrets is vital to the interests and success of MSI. Confidential information is any and all information disclosed to or known by

employees because of employment with the company that is not generally known to people outside the company. Examples of confidential information include, but are not limited to:

- Unpublished financial information, goals, forecasts, and initiatives.
- Employee data protected by the ADA, GINA, or other applicable laws.
- Recipes, formulas, patents, technologies, and non-public proprietary information.
- Product pricing, promotions, marketing, and other undisclosed strategies.
- Documents and processes explicitly marked as confidential.
- Trade secrets, which may include information regarding the development of systems, processes, and products, etc.

An employee who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if the employee does not actually benefit from the disclosed information. Pursuant to 18 U.S.C. § 1833(b): An individual shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

All inquiries from the media must be referred to the Marketing Manager. This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

Personnel Records:

MSI will maintain a file on each employee. From time to time, various information will be added to this personnel file regarding an individual's employment status with MSI. Personnel files are the property of MSI and will be treated the same as any other confidential company information.

Employees may review their personnel records by contacting Human Resources in writing. The following provisions apply with respect to MSI's standards for establishing, maintaining, and handling employee personnel files:

- All official records concerning an employee will be kept up to date to the extent possible and all employees shall promptly update all pertinent personal information and data/contact changes directly into the MSI payroll system.
- Employees will be permitted to review their personnel files, as permitted by applicable law, by contacting Human Resources. Inspections by employees must be requested in writing and will be scheduled at a mutually convenient time or as required under state law.

- Employees will not be provided with a copy of their personnel file unless required by applicable law.
- Information regarding the medical condition or medical history of an employee will be kept in a separate file with restricted access.
- The personnel file for a terminated employee will be maintained in accordance with applicable state and federal laws.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information. MSI abides by the Health Information Portability and Accountability Act (HIPAA). As such, MSI will not disclose employees' Personal Health Information (PHI) without the employee's prior consent or unless required by law.

Employment of Relatives & Domestic Partners:

Relatives and domestic partners may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, "relatives" are defined as spouses, children, siblings, parents, or grandparents. A "domestic partnership" is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which the employee is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the company. Action taken by management in an individual case does not establish a precedent in other circumstances.

Consensual Relationships:

This policy outlines our guidelines on employees forming personal relationships with each other. MSI does not want to place undue restrictions on consensual relationships between colleagues, as we acknowledge that freedom of choosing one's partner is an individual's right. MSI understands that coworkers are going to develop strong friendships and consensual relationships may develop. This policy defines MSI's expectations for consensual relationships to ensure a comfortable and safe work environment for all employees.

For the purposes of this policy "consensual relationship" includes consensual romantic relationships and sexual relations. Consensual relationships refer to any relationship, either past or present, which is romantic, intimate, or sexual in nature and to which both parties' consent or

consented. This definition includes marriage. Non-consensual relationships constitute sexual harassment and MSI prohibits this explicitly.

All consensual relationships must be disclosed to the employee's manager and skip-level manager or to Human Resources. A skip-level manager is defined as an employee's manager's manager or another senior leader in an employee's reporting hierarchy. Disclosures can be made in person or via email.

Individuals in leadership roles, and those with authority over others' terms and conditions of employment, are subject to more stringent scrutiny due to their influence, their access to sensitive information, and their ability to affect the terms and conditions of employment of the individuals in subordinate positions. It is strictly prohibited for any manager, assistant manager, shift/team leader, or any other company official in a position of influence to engage in a consensual relationship with an employee within their respective restaurant, department, or team below a level equal to their own. Additionally, it is strictly prohibited for any above store leader to engage in a consensual relationship with any employees in the restaurants and areas they manage.

MSI does not tolerate inappropriate or unacceptable behavior or actions related to consensual relationships. Inappropriate and unacceptable actions include, but are not limited to, those which:

- Offend co-workers, vendors, or guests.
- Disrupt or hinder business operations.
- Distract employees from their duties.
- Decrease an employee's individual performance, evident by a decrease in the amount of time the employee spends performing their essential job functions.

Inappropriate and unacceptable behaviors may include, but are not limited to:

- Displays of public affection
- Arguments in public related to personal matters
- Extended periods of socialization during scheduled work time
- Inquiries about their partners' employment to management

Employees who violate this policy will be subject to discipline up to and including termination. Action taken by management in an individual case does not establish a precedent in other circumstances.

Immigration Law:

MSI complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If an individual cannot verify their right to

work in the United States within three (3) days of hire, MSI is required by law to terminate their employment.

Outside Employment:

Employees generally are permitted to work a second job as long as it does not interfere with their job performance or create a conflict of interest with MSI. All employees, including part-time employees, must advise their manager of any outside employment or other work activity.

Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. In addition, employees who have accepted outside employment may not use paid time off to work on the outside job. However, an employee on a leave of absence may continue to work in the outside job if the employee's reason for leave does not preclude the outside employment.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action up to and including termination.

Changes in an employee's availability to work due to other employment may be grounds for termination. Nothing in this policy should be construed as limiting employees from discussing wages, hours and other terms and conditions of employment with other employees or outside parties. Nothing contained in this policy is intended to restrict an employee's rights under the National Labor Relations Act.

COMPENSATION

Payroll Practices & Pay Dates:

Employees are paid on a bi-weekly basis, 26 times a year. Each pay period will cover two weeks, beginning on a Wednesday and ending on a Tuesday. Pay for the respective pay period will be issued on a Wednesday.

When a payroll date falls on an observed holiday, employees will, when possible, be paid on the last business day before the holiday. Otherwise, employees will be paid on the first business day following the scheduled payroll date.

All employees must use direct deposit or a pay card unless applicable law provides otherwise. Employees will have online access to an itemized wage statement which shows the amount earned for that pay period (gross pay). Deductions and taxes are itemized, and the amount of net pay is shown.

Timekeeping Requirements:

All non-exempt employees will use a web-based time management system or the local point-of-sale (POS) system within the restaurant to clock in and out. It is the responsibility of each non-exempt employee to clock in/out and to accurately record the time they begin and end their scheduled shift or expected work hours (if applicable), as well as the beginning and ending time of each meal period. All non-exempt employees must record their work time exactly as that time is worked - without exception. We expect the time recorded in the time management system or POS to accurately reflect the shift/schedule provided to an employee by their immediate manager. Any deviation from the shift/schedule provided must be approved by a manager in advance.

If an employee forgets or is unable to record his or her time, the employee must notify their manager before leaving the restaurant and the employee's manager must make the correction as appropriate. It is the employee's responsibility to review his or her time record to certify the accuracy of all time recorded. The employee's leadership hierarchy will also review and approve hours worked before payroll is processed. Altering, falsifying, or tampering with timekeeping records, recording time for hours not worked, working hours not recorded (e.g., working "off the clock"), having someone else record your time or recording another employee's time, and performing unapproved overtime work are all serious violations of MSI policy. Any employee who fails to follow this timekeeping policy will be subject to discipline up to and including termination.

Meal Breaks:

MSI complies with federal and state law regarding meal breaks. Non-exempt employees working more than 4 hours per day are permitted a 30-minute unpaid meal break, during which the employee will be completely relieved from duty and is free to leave the premises.

Overtime:

When required due to the needs of the business, employees may be asked to work overtime. When this is necessary, employees will be given as much advanced notice as possible. Overtime is actual hours worked in excess of 40 in a single workweek. Non-exempt employees will be paid overtime compensation at the rate of one and one-half times their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holiday, paid time off (PTO), bereavement time, and jury duty, does not apply toward worked time.

All overtime work must be approved in advance by a manager. Any employee who works unauthorized overtime will be paid overtime compensation but will be subject to disciplinary action up to and including termination of employment. Failure to work overtime when requested may also result in discipline, up to and including discharge."

Deductions from Pay/Safe Harbor for Exempt Employees:

MSI does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification upon hire or change in status.

The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes.
- Deductions for employee benefits when authorized by the employee.
- Absence from work for 1 or more full days for personal reasons other than sickness or disability.
- Absence from work for 1 or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness.
- Offset for amounts received as witness or jury fees or for military pay.
- Deductions for unpaid leave taken in accordance with a legitimate absence under the Family and Medical Leave Act (FMLA).
- Unpaid disciplinary suspensions of 1 or more full days imposed in good faith; *and*
- Any full work week in which the employee does not perform any work.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee will be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

If an employee classified as exempt believes that an improper deduction has been taken from the employee's pay, the employee should immediately report the deduction to Human Resources. The report will be promptly investigated, and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

Errors on Paychecks:

Employees are required to immediately report any problems or mistakes on their paycheck directly to their manager, skip-level manager, or Human Resources. Employees who were not paid because they failed to clock in or out will not be paid until the following pay period for those hours. In the event a data processing or administrative error results in an employee being overpaid or underpaid, MSI reserves the right to adjust the employee's next paycheck to reflect the correction.

COMMUNICATION

Open-Door Policy:

We believe that all employees should feel welcome, supported, and heard. Additionally, we realize that in any group of people there can be honest differences of opinion about working conditions, wages, and other employee problems. It is not good for an employee (or the Company) to think or feel that something is wrong and that nothing can be done about it. Therefore, to further supplement our Equal Employment Opportunity, Anti-Harassment/Anti-Sexual Harassment, and Code(s) of Conduct we have an “Open Door” program for employees to share ideas, provide feedback, or express concerns. See guidance below.

- Talk to your immediate manager first. It is his/her job to see that you are treated fairly. He/she will usually be able to resolve any difficulty.
- If you and your manager are unable to find a solution that is satisfactory to you, escalate your problem to your skip-level manager (your manager’s manager or any managers above them). He/she will speak with you privately and promptly to try to resolve the problem.
- If the skip-level manager cannot resolve your problem, please contact your Director of Operations or department head.
- If they are unable to resolve your problem, please contact Human Resources.

English Primary Language:

MSI encourages and values diversity and inclusiveness in all its pursuits. This includes employing individuals who may speak a language other than English as their primary means of communication. However, there are specific circumstances when the company requires that its employees converse in or take direction and guidance in English. Therefore, all MSI employees must be able to understand and speak fluent English. This policy addresses the specific circumstances where English-only rules must be observed due to business necessity.

Employees are expected to communicate in English in the following circumstances:

- When communicating with guests, co-workers, and other business affiliates who speak only English.
- When conducting interviews to confirm the candidate is able to understand and speak fluent English.
- When English is necessary for safety reasons or emergency response procedures.
- When engaged in team-related work efforts or project teams that include individuals who only speak English.
- When job performance is being monitored by a supervisor or manager that only speaks English.

Employees are free to communicate in another language when using English is not a business necessity and when engaged in casual conversations with coworkers or personal matters.

Employees having concerns or questions regarding this policy should contact their manager, their brand VP, or the Human Resources department.

Employees violating this policy may be subject to disciplinary action.

Communication Boards:

There is an employee-facing communication board located in a designated area at each restaurant and at the RSC. These communication boards will display employee information/announcements, recognition, policy updates, and important reminders. Therefore, it is every employee's responsibility to check the board each time they come to work.

Onboarding & Training:

We believe properly trained employees ensure not only business continuity, but also continuity of quality food and service to our guests. To help employees become familiar with their position, work environment, and the MSI way of doing things, we will provide onboarding and training for new employees. The length of the training and the training content will depend in large part on an employee's position and the nature of their responsibilities, while other parts will be applicable to all employees.

From time to time, we will also conduct additional training or educational programs to ensure continuous development. These sessions are important to keep employees up to date on new information, products, and procedures. Some training programs may be voluntary, while others will be required. Employees will be compensated for time spent participating in mandatory training.

Non-exempt restaurant employees must conduct all training in the restaurant unless otherwise approved by their manager or skip-level manager.

Employee Meetings:

Occasionally, general employee meetings, staff meetings, and meetings pertaining to your specific job will be scheduled to provide updates and discuss important topics. Employees are required to attend and be on time for all scheduled staff meetings. All attendees will be paid for the time spent participating in these meetings.

WORKPLACE SAFETY

Drug and Alcohol-Free Workplace:

MSI is committed to providing a substance abuse-free workplace. We have a vital interest in maintaining a safe, healthy, and efficient working environment for all employees and guests, as well as protecting MSI property, equipment, and operations. Substance abuse of any kind is inconsistent with the behavior expected of our employees. Being under the influence of a controlled substance, alcohol, or illegal drug on the job poses serious health risks to the user, subjects other employees and guests to unacceptable safety risks, undermines our ability to operate effectively and efficiently; and may adversely affect the quality of our products and services. Therefore, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs (including medical marijuana) while working, while on MSI premises, while conducting business-related activities off MSI premises, or while operating MSI machinery or equipment. Pursuant to this policy, MSI strictly prohibits drinking or being under the influence of alcohol or using or being under the influence of illegal or performance impairing drugs, either on or off MSI premises while the employee is working or during working hours, or while the employee is engaged in any business-related activities of MSM. This policy also strictly prohibits any employee from using or being under the influence of alcohol or illegal or performance impairing drugs while driving and MSI owned vehicle or while driving a private vehicle while working.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment.

Upon reasonable cause, the Company has the right to require that any employee submit blood and/or urine samples for drug or alcohol testing. A positive drug or alcohol screen will result in disciplinary action, up to and including immediate termination. Any employee who refuses to submit to a drug or alcohol screening is subject to immediate termination from employment.

Compliance with this policy is a condition of employment. Notwithstanding any provision herein, this policy will be always enforced in accordance with applicable state and local law.

An employee who feels that he or she may have a substance abuse problem is encouraged to seek the advice and help of his or her personal physician, or any hospital, clinic, or mental health agency with special expertise in this field. An employee who seeks medical help may consult Human Resources, regarding the availability of health care insurance or the employee assistance program for drug and/or alcohol rehabilitation. Employees will not be disciplined because they request assistance. However, employees will not escape discipline by requesting assistance after they violate MSI's policies. Additionally, employees who request assistance will not be excused from complying with MSI's policies, including its standards for employee performance and conduct.

Fitness for Duty:

All employees are required to report to work fit for duty and to be able to perform their job duties in a safe, appropriate, and effective manner. MSI encourages employees to voluntarily seek assistance for emotional and/or personal problems, physical and/or mental health conditions, including controlled substance, drug, and alcohol abuse/addictions, before their work performance is adversely affected. The Employee Assistance Program (EAP) offers assistance to employees on a confidential basis.

All employees are expected to be able to perform their job in a safe and effective manner at all times. If you are not able to perform your job in a safe and effective manner for any reason, you should inform your manager immediately.

If a manager believes you are not fit to perform your duties, you may be sent home, relieved of certain duties, assigned to different duties, assigned to light duty, requested to seek medical clearance, or asked for an explanation.

Any employee who refuses to cooperate with a determination of whether he or she is fit for duty will be subject to disciplinary action up to and including termination. Action taken by management in an individual case does not establish a precedent in other circumstances. The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job, unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation, and/or if the accommodation creates an undue hardship to the company.

This policy will be interpreted and applied to conform to applicable law, including the Americans with Disabilities Act and the Family Medical Leave Act. It is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, benefits, compensation, training, or other terms, conditions, and privileges of employment. The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job, unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation, and/or if the accommodation creates an undue hardship to the company.

Tobacco & Smoke-Free Workplace:

To provide a safe and comfortable environment for our employees and guests, smoking is never allowed in company buildings, restaurants, or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times in designated outdoor areas. Employees using these designated areas are expected to dispose of any smoking debris safely and properly. Frequent

interruptions to one's work because of smoking may subject them to disciplinary action up to and including termination.

Smoking and tobacco use is also always prohibited while operating a company vehicle. This includes Company vehicles provided to employees for business use or vehicles rented/used while travelling on business.

The sale or purchase of any smoking or tobacco products on MSI property is also prohibited as part of this policy. Compliance with this policy is mandatory; failure to adhere will result in disciplinary action up to and including termination.

Workplace Violence Prevention & Weapon Prohibition:

MSI is committed to providing a safe, violence-free workplace for our employees, customers, vendors and all other visitors on company property. Due to this commitment, the company prohibits employees from engaging in any physical confrontation with employees, customers, vendors, and all other visitors on company property or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions. Any violation of this policy will result in disciplinary action up to an including termination.

All MSI employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their manager or Human Resource. If an employee is in immediate danger, employees should contact 911. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline because of reporting a threat in good faith under this guideline.

Employees who have been terminated from MSI and do not have a legitimate reason to be on Company property should not be. Any such incidents should be reported to management immediately. MSI encourages employees to bring their disputes to their managers' attention before a situation escalates. MSI will not discipline employees for raising such concerns.

Any individual engaging in violence will be prosecuted to the full extent of the law. All acts will be investigated, and appropriate action will be taken.

MSI prohibits the possession or use of any weapon on company property or in company vehicles. With respect to guns stored in a secure and/or locked place in a company parking lot, MSI will follow the state guidelines applicable to the location of the parking lot. An employee who stores a gun in

the employee's vehicle in a company parking lot is responsible for knowing and complying with the applicable state law. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to disciplinary action up to and including termination for the first offense.

Commitment to Safety & Incident Reporting:

Protecting the safety of our employees, guests, and visitors is of the utmost importance. MSI is committed to maintaining a workplace culture where safety, prompt reporting, accurate documentation, and clear communication are expected and non-negotiable.

Proper and timely reporting of incidents—no matter how minor they may initially appear—is critical to ensuring appropriate medical response, protecting individuals from further harm, maintaining regulatory compliance, and reducing risk to the organization. MSI expects all employees and leaders to maintain a bias toward action, meaning concerns should be escalated quickly and decisively to management, emergency medical services, or appropriate authorities when warranted. **When in doubt, employees and managers are expected to err on the side of safety and escalation, rather than delay action.**

MSI requires every individual in the organization to take responsibility for both personal safety and the overall safety of the workplace.

MSI is committed to providing a clean, hazard-free, healthy, and safe environment in which to work and conduct business. We make every effort to comply with all applicable federal, state, and local occupational health and safety laws, including the federal Occupational Safety and Health Act (OSHA). All employees have a duty to comply with MSI safety rules and are expected to take an active role in maintaining a hazard-free environment. Employees must observe all posted safety rules, follow all safety instructions provided by their manager, and properly use required safety equipment at all times.

Incident Reporting & Emergency Response:

- All workplace injuries, accidents, illnesses, altercations, or safety incidents—regardless of severity—must be reported immediately to the employee's manager or skip-level manager.
- Employees are required to promptly report unsafe equipment, working conditions, processes, or procedures to management upon discovery.
- The employee's manager is responsible for ensuring an incident report is completed accurately and in a timely manner, appropriate corrective actions are initiated, and required follow-up occurs.

Emergency Situations & 911 Notification:

- Managers and/or employees must contact emergency services by dialing 911 immediately when appropriate, including but not limited to the following situations:
 - Serious guest or employee injuries or medical emergencies.
 - Physical altercations, fights, threats of violence, or disruptive behavior involving guests, visitors, or employees.
 - Loss of consciousness, breathing difficulties, or significant bleeding.
 - Fires, gas leaks, or other life-threatening hazards.
 - Criminal activity, weapons, or situations posing an immediate risk to safety.

Employees should not delay calling 911 in order to locate management when an immediate threat to health or safety exists. Once emergency services have been contacted, management must be notified as soon as practicable.

Managers (including managers on duty, MODs) play a critical role in maintaining a safe workplace and are held accountable for the proper handling of incidents. Manager responsibilities include, but are not limited to:

- Ensuring immediate medical attention or emergency response is initiated when needed, including contacting 911 or law enforcement when appropriate
- Securing the area and taking reasonable steps to prevent further injury or risk
- Ensuring incident reports are completed promptly, accurately, and thoroughly
- Conducting or supporting a timely and objective investigation of all reported incidents
- Identifying and implementing corrective actions to address root causes and prevent recurrence
- Escalating incidents to senior leadership and Human Resources as required
- Maintaining clear and timely communication with affected parties, while preserving confidentiality
- Ensuring follow-up actions are completed and appropriately documented

Failure by management to properly respond to, escalate, document, or follow up on incidents will result in corrective action, up to and including termination.

All incidents, accidents, and injuries are subject to investigation. If an injury occurs during work but results from failure to follow proper procedures or non-compliance with MSI policies or the Code of

Conduct (including, but not limited to, the Substance Abuse Policy), the incident may not be covered under the Workers' Compensation program. In this case, the injured employee will be responsible for all related medical costs. Additionally, they may be subject to disciplinary action.

PLEASE NOTE: Employees driving a personal or company vehicle for business purposes are expected to comply with this policy. These employees are also responsible for accessing, reviewing, and adhering to the full Driver Vehicle & Safety Guidelines [HERE](#), which include detailed requirements related to driver eligibility, accident response, traffic violations, theft, and related matters.

Failure to comply with this policy including failure to report incidents, delaying emergency response/support, failing to escalate issues appropriately, or failing to fulfill manager responsibilities related to investigation and follow-up, will result in disciplinary action up to and including termination of employment.

Personal Property & Workplace Searches:

We strongly urge all employees to leave any unnecessary personal property at home (e.g., large amounts of cash, expensive jewelry, etc.) MSI is not responsible for loss or damage to any personal property.

Employees have no expectation of privacy in any property or articles on MSI property, including but not limited to purses, briefcases, bags, lunchboxes, computers, laptops, phones, and iPads. When necessary for legitimate work-related reasons, to protect and secure the property of our employees, our guests, and MSI; to help prevent the possession, sale, and use of illegal drugs on MSI property (in support of a substance abuse-free workplace policy); and to support a safe and efficient workplace free from threats, intimidation, harassment and discrimination, MSI establishes the right to question employees (and all other persons entering and leaving our properties), and to inspect any property whether locked or unlocked including packages, parcels, purses, handbags, briefcases, lunchboxes, electronic equipment or any other possessions or articles carried onto and being carried away from MSI property. Employees have no expectation of privacy in any property or articles on MSI property, including but not limited to purses, briefcases, bags, lunchboxes, computers, laptops, phones, and iPads.

When necessary for legitimate work-related reasons, MSI reserves the right to search any employee's office, desk, files, locker, computer, laptop tablet, electronic organizer, or any other area or article on our property, including personal or Company vehicles, whether or not such property is locked or unlocked and whether or not the lock is MSI owned, or employee owned for business purposes such as ensuring sanitation, detecting unauthorized weapons or other contraband materials, or investigating any other improper, unsafe or unlawful activity, consistent with the requirements of applicable law. It should be noted that all offices, desks, files, lockers, and so forth,

whether locked or unlocked, are the property of MSI and are issued for the use of employees only during their employment with MSI.

Searches and inspections may be conducted at any time at the discretion of MSI when reasonable grounds exist. Because an inspection might result in the discovery of an employee's personal possessions, all employees should avoid bringing into the workplace any personal property that they do not wish to reveal to MSI.

MSI reserves the right to contact and/or involve law enforcement as it deems appropriate or necessary.

Employees who unreasonably fail or refuse to promptly permit a search under this policy will be subject to disciplinary action up to and including termination from employment. Nothing stated in this policy is intended to preclude or dissuade employees from engaging in otherwise legally protected activities protected by state or federal law, including the National Labor Relations Act.

Sanitation:

Any workspace for which an employee is responsible must be kept neat, clean, and orderly.

The nature of a restaurant environment allows bacteria to be easily transferred from one person to another. Consequently, employees must exercise extraordinary care to always be clean. Employees are expected to wash their hands frequently and handle food carefully in accordance with procedures explained during training or by their manager. Employees must wash their hands:

- After using the restroom.
- Before and after touching raw food.
- After touching their face, hair, or body.
- After sneezing, coughing, or using a tissue.
- After smoking, eating, or drinking.
- After using any chemicals.
- After taking out the garbage.
- After handling dirty dishes.
- After touching your clothes or apron.
- After you touch anything that may contaminate your hands.

By being conscientious about cleanliness and sanitation in all of your work in the restaurant, you can help protect your own health as well as that of guests, co-workers, and others.

Footwear:

Restaurant employees are required to wear shoes with non-slip soles at all times because kitchen floors and dishwashing areas are often wet or slippery. Shoes must be closed-toe to prevent injury. Shoes must have a back, meaning open-back clogs or mules are unacceptable.

Equipment Handling:

Employees are responsible for familiarizing themselves with equipment procedures for their own work area, including:

- If something breaks, use a broom and dustpan to discard when necessary. Do not “toss” any breakable, heavy, or fragile items around.
- Communicate when walking behind another employee so you are both aware of each other’s presence.
- Carry knives and scissors facing down, by your side.
- Let falling things fall, do not attempt to catch.
- Use appropriate ladders or step stools to reach high areas.
- When picking up heavy items, bend your knees.
- Follow all safety guidelines for any type of equipment use.

Inclement Weather & Emergency Closings:

At MSI, the safety and well-being of our employees are our top priorities. During inclement weather or emergency situations, the Company will make every attempt to ensure our restaurants and office locations are open for business as scheduled. Inclement weather conditions include but are not limited to snow/ice storms, hurricanes, severe thunderstorms, and flooding. In the event of inclement weather, the Company may modify normal operations to ensure the safety of employees. These modifications may include adjusted work hours, restaurant/office closures, or a transition to remote work, if applicable. Employees should expect their assigned restaurant or work location to be open for business unless there is a government-declared state of emergency, or they have been advised otherwise by their manager.

Employees should always use their common sense and best judgment about safely getting to work. If the restaurant is open and a non-exempt employee is delayed getting to work or cannot get to work at all because of inclement weather, the employee must use their paid time off (PTO), if available, or the time missed will be unpaid. Non-exempt employees will not be paid when the restaurant is closed. Exempt employees will be paid in accordance with the federal and state law.

Guests & Visitors:

MSI is committed to maintaining a safe, secure, and professional environment for our guests, employees, and business operations. All employees share responsibility for promoting safety and complying with this policy at all times.

Emergencies & Incident Response:

- Employees must immediately notify a manager if a guest, visitor, or any other individual experiences an accident, injury, medical emergency, safety concern, or disruptive incident while on MSI property.
- Employees or managers must call 911 immediately when appropriate, including but not limited to situations involving:
 - Physical altercations, fights, or threats of violence between guests or involving employees.
 - Serious guest or employee injury or medical emergency.
 - Loss of consciousness.
 - Fire, smoke, gas leaks, or other life-threatening hazards.
 - Criminal activity, weapons, or situations that present an immediate risk to safety
- **Employees should not delay calling 911 while attempting to locate management if the situation poses an immediate threat to health or safety.**
- Once emergency services have been contacted, management must be notified as soon as practicable.

Employees are expected to remain calm, follow emergency response procedures, and cooperate fully with emergency responders.

General Visitor Guidelines:

- Generally, friends and family members are not permitted to visit employees at their workplace.
- If an employee has any doubt about whether a person may visit, the employee must contact (and speak with) their immediate manager or skip-level manager before allowing the visit.
- Restaurant employees are never permitted to open the back door for unauthorized guests, off-duty employees, or other visitors.
- Restaurant employees may not open front doors after the lobby has closed, except as required for approved business purposes and with management authorization.

Children in the Workplace:

- Employees are not permitted to bring their children to work during scheduled work hours under any circumstances, unless prior written approval is obtained from the employee's immediate manager.
- Any approval granted is temporary, rare, and discretionary, and may be revoked at any time based on operational, safety, or business needs.

- Employees are responsible for securing appropriate childcare arrangements away from the workplace. MSI locations are not designed or staffed to safely accommodate children.
- Children may never be left unattended on MSI property.

Restricted Areas:

Under no circumstances may visitors, guests, children, or any other unauthorized individuals (including off-duty employees) be:

- Behind the counter
- In the kitchen or food preparation areas
- In the restaurant offices
- In storage, back-of-house, or other restricted operational areas

For general safety, food safety compliance, security, and liability reasons, only MSI employees who are actively on duty and authorized contractors performing approved business functions may access these areas.

RSC Visitors

- RSC employees must notify the Office Manager in advance when expecting visitors.
- Visitors to the RSC must not be left unattended.
- Employees are responsible for ensuring visitors are escorted to and from their approved location at all times.

Failure to comply with this policy—including failure to report incidents, delaying emergency response, bringing children to work without written approval, or allowing unauthorized individuals into restricted areas—may result in disciplinary action up to and including termination of employment, consistent with MSI’s disciplinary policies.

Cell Phones & Driving Safety:

Safe driving is the priority when operating a vehicle while driving on MSI business. An employee’s first responsibility is to pay attention to their driving. The Company does not promote the use of cell phones or other mobile devices while operating a vehicle. Safety must come before all concerns; under no circumstances should employees place themselves or others at risk to fulfill business needs.

Employees whose job responsibilities include driving, and who may use a cell phone for business purposes, are expected to refrain from using their cell phone while driving. Employees should plan

calls to allow placement either prior to driving or while on rest breaks. Additionally, employees should follow these procedures to avoid distracted driving:

- Follow all applicable state and local laws that address the use of cellphones and other mobile devices while driving.
- Avoid using cellphones while driving. Find a safe place to pull over to make or receive phone calls, send or receive text messages, or manipulate navigation apps.
- Program their destination into navigation apps or GPS devices before they start driving.
- Do not read or respond to text messages or e-mail or browse social media or the internet while driving.
- Be aware of distractions from in-car “infotainment” systems. Just because they are built into the vehicle does not mean they do not create a hazardous distraction.

Employees will be solely responsible for any traffic violations resulting from the use of a phone while driving.

PLEASE NOTE: Employees driving a personal or company vehicle for business purposes are expected to comply with this version of the policy. Additionally, these employees are also responsible for accessing, reviewing, and adhering to the full Driver Vehicle & Safety Guidelines [HERE](#). The full policy includes detailed information regarding driver guidelines, eligibility, expectations, protocol for accidents, traffic violations, theft, etc.

Employees who fail to follow the safety guidelines

included in this policy or the Driver & Vehicle Safety Program Guidelines, where applicable, are subject to disciplinary action up to and including termination.

WORKPLACE GUIDELINES

Professional Conduct:

In keeping with our high standards, employees are asked to always conduct themselves in a professional and safe manner and to respect the rights of others. In addition to our Code of Conduct, below are guidelines for restaurant and office employees.

Restaurant employees should never use loud, profane, or abusive language or congregate with other employees in any area within any of our guests’ view. Additionally, they should not sit at tables with guests. Off-duty employees are not allowed in the restaurant, or on the property without management permission. Check with your manager when leaving the floor for breaks; otherwise, you are expected to always remain at your work area. Your behavior at work reflects upon both you and the Company.

One of the many reasons you have been hired is your positive energy and attitude. We cannot stress enough how important your daily demeanor is to the continued success of the restaurant. Treating fellow employees, managers and guests in a positive and pleasant manner is a part of your job. A negative attitude or a generally unhappy or argumentative employee can have devastating effects on the overall environment. If there is something that is causing you to display a negative attitude, it is essential that you communicate with your manager or skip-level manager. A continued display of a negative work-related attitude toward guests and/or co-workers could impact your employment and may result in disciplinary action up to and including the termination of your employment.

As you review the following professional conduct guidelines, please keep in mind that this list is not intended to be exhaustive; rather it is intended to provide you with examples of the types of conduct which may result in disciplinary action. Committing any one of the following will normally result in immediate termination for the first offense:

- Committing, attempting, or participating in theft or misappropriation of property belonging to the Company, a guest, or another employee.
- Abusing or removing any equipment or materials from Company property without proper authorization.
- Dishonesty, lying, embezzling, or falsifying or altering Company records or intentionally giving false information to anyone with a duty to prepare Company records, no matter when discovered. This includes giving false information on an employment application, timecard, time sheet, or other forms.
- Destroying, damaging, sabotaging, or hiding Company, guest, or employee property, or willfully or negligently wasting materials, food, or supplies.
- Disclosing trade secrets, confidential information, or proprietary business information about the Company or its guests to unauthorized persons, including competitors.
- Making time entries on another employee's timecard or allowing another person (other than a manager) to make entries on your timecard or tampering with any timecard or time sheet.
- Carrying weapons or explosives while on Company property or during working time.
- Failing to cooperate in any investigation or search conducted by or on behalf of the Company.
- Concealing or failing to report any violation of any Company rule.
- Failing to follow prescribed safety procedures or encouraging others to do so.
- Fighting on Company property or during working time, assaulting or attempting to assault any employee, guest, or other person, or deliberately provoking or inciting another person to engage in an assault or fight.
- Making threats or engaging in threatening behavior.
- Violating the Company's Substance Abuse Policy.
- Sleeping on the job.

- Negligence resulting in injury to people, or damage to Company, guest, or employee property.
- Deliberately restricting work performance, concealing defective work, or encouraging others to do so.
- Removing or adjusting safety devices without authorization of the supervisor.
- Being insubordinate, including refusing to promptly carry out a manager's work instruction or assignment, being rude to guests or being disrespectful or physically or verbally abusive to a manager, employee, or guest.
- Misrepresenting the reason for a leave of absence or obtaining other employment during a leave of absence which is inconsistent with the reason for the leave of absence.
- Destroying Company communication boards; posting or removing notices, signs, or writing in any form on Company property at any time without the specific authority of management.
- Watching pornography or pornographic content on company time, equipment, and/or property.
- Examining or reviewing Company records or information without authorization.
- Violating the Company's conflict of interest policy.
- Accessing Company files without authorization, or unauthorized copying or removal of files, disks, tapes, programs, or hardware.
- Unauthorized use or duplication of Company keys.
- Unauthorized entry to Company property after hours.
- Violating the Company's policies regarding use of computers, internet, and e-mail.

Violation of the following rules will generally result in a progressive discipline approach. Offenses need not be the same or similar to result in progressive discipline. In some cases, depending on the nature of the offense and the circumstances, more severe and/or more rapid discipline may result.

- Operating or using computers and Company office equipment, (including office machines, computers, and software), kitchen or cleaning equipment, or any other Company property in an unauthorized manner.
- Eating, drinking, cooking, or preparing food outside the designated eating areas.
- Failing to follow work rules, housekeeping and safety procedures or policies, including but not limited to the failure to properly maintain equipment and the failure to report any unsafe condition, or work-related accident, injury or illness, no matter how slight. (This also includes failure to report any work-related injury of any other individual, where you witnessed or were involved in the injury or accident.)
- Failing to maintain satisfactory work performance or causing excessive waste or damage to Company property.
- Being in an unauthorized area on Company property or bringing others onto the Company's property without authorization.

- Overstaying scheduled break periods; excessive breaks; engaging in personal business during work time.
- Failing to notify the Company as far in advance as possible of an absence or failing to call in when not reporting for work prior to the scheduled shift. (Includes, but is not limited to personal time such as jury duty, court appearances, visits to doctors, etc.)
- Making or receiving excessive or lengthy personal phone calls during scheduled work time.
- Failing to be at your work area ready to begin work at your designated starting time.
- Creating or contributing to unsafe or unsanitary conditions.
- Any other conduct deemed harmful to the Company and/or its employees.

MSI expects employees to comply with the company's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, MSI endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees at will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

Progressive discipline should be used with an employee who is experiencing a series of unrelated problems involving job performance or behavior. In cases involving serious misconduct, or any time the Company determines it is necessary, such as a major breach of policy or violation of law, progressive discipline may be disregarded, and an employee may be terminated for a first offense. The Company reserves the right to determine what type of corrective action will be taken in any given situation.

Personal Appearance & Hygiene:

All employees are required to maintain a clean, neat appearance. The following are basic guidelines for evaluating your personal appearance.

- Hair should be neatly trimmed and, if shoulder length or longer, worn up or tied back so that it does not come in contact with the employee's shirt collar.
- Hair should always be clean and groomed.
- Jewelry should be kept simple and tasteful, with no large or excess jewelry. Watches and bracelets are never allowed to be worn while working in the restaurant. Please note, some brands may not allow any jewelry while working in the restaurant.
- Hands should be clean and well groomed. Employees are expected to use good judgment with nail color selections. Please note, some brands may not allow artificial/fake nails to be worn while working in the restaurant.
- Make-up should not be excessive.

- Employees must bathe regularly and use deodorant.
- Uniforms must be clean and wrinkle-free.
- Natural and artificial scents may become a distraction in the workplace. They should be applied in moderation.

Recognizing and respecting the diversity of applicants and our employees, there may be circumstances when the Company provides accommodation to any applicable grooming & appearance standards. Under certain circumstances, federal and state anti-discrimination laws may require the Company to provide a reasonable accommodation for any applicable grooming and appearance standards to accommodate an applicant's or employee's religious beliefs and/or physical condition. Please consult your manager or Human Resources should you believe you require any such accommodation. Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

Dress Code:

The RSC follows a business casual dress code. The guidelines below apply to MSI employees working in the RSC or an office setting:

- All clothing must be in good shape and not ripped, tattered or noticeably stained or soiled.
- Casual clothing including jeans, skirts, T-shirts, and sandals are allowed.
- Shoes must be worn in the office when away from your desk.
- Shorts are not allowed.
- Thin “spaghetti” straps are not allowed unless worn under an article of clothing.
- Revealing clothing items are not allowed.
- Sweatpants, wind pants, pajama pants, gym shorts of any kind are not allowed.
- No derogatory, offensive, or obscene comments on clothing.

There may be times when more formal business attire would be appropriate. Employees who are hosting or attending meetings with clients, vendors, or employees from another company should wear appropriate clothing and the following code applies:

- Pants must be full length, clean and at a minimum, business casual.
- All clothing must be professional and formal in color and style, pressed and capable of being worn with a suit coat/jacket and tie (if applicable).
- Shoes must be professional in appearance and may not be athletic shoes.
- Refer to your manager for guidance on how to adhere to the dress code when representing MSI on formal business.

Employees working in the restaurant are expected to always present a clean and professional appearance. All restaurant employees and others serving the public directly are required to wear

uniforms. MSI will provide restaurant employees with uniforms, but employees must obtain their own shoes. It is also the employee's responsibility to always keep their uniform neat and clean.

Remember that each employee is essential to the success of our restaurants and company. Those who serve our guests directly are the public image of MSI. Management reserves the right to give final approval of an employee's appearance while at work. Any blatant disregard for the dress code is grounds for disciplinary action up to and including termination.

It is the intent of this policy to comply with applicable federal, state, and local laws prohibiting discrimination based on race, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, and any other status protected under such laws.

If an employee requires accommodation relating to the dress code for any reason, the employee should speak with his or her immediate manager, skip-level manager, or Human Resources.

Conflict of Interest:

MSI expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interest.

Exactly what constitutes a conflict of interest, or an unethical business practice is both a moral and a legal question. MSI recognizes and respects the individual employee's right to engage in activities outside of employment that are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises in which there is a potential conflict of interest, the employee should discuss this with their direct manager or skip level manager for advice and guidance on how to proceed. The list below suggests types of activities that may indicate a conflict of interest:

- Engaging in activities that compete with the Company's business.
- Having a financial or personal interest in a vendor, supplier, or competitor.
- Accepting gifts, favors, or hospitality from individuals or organizations seeking to do business with the company, beyond what is customary and reasonable.
- Using company resources for personal gain.
- Misusing privileged information or revealing confidential data to individuals or organizations outside of the company.
- Using one's position in the company or knowledge of its business affairs for personal gains.
- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

Employees who violate this policy will be subject to discipline up to and including termination. Action taken by management in an individual case does not establish a precedent in other circumstances.

Telephone Usage:

Restaurant employees may not receive personal telephone calls to the restaurant, except in the event of an extreme emergency. If a telephone call is received at the restaurant for an employee during peak time, a message will be taken by the manager on duty and passed on to the employee.

Employees should not use their personal cell phones while on duty without the direct approval of their manager unless it is an emergency (e.g., when a school is trying to reach a parent about their child). Additionally, cell phones should not be visible on an employee's person at any time during the work shift.

As technological advances continue to expand the functions of cell phones and similar personal equipment, employees are advised that any unauthorized use of such devices at work to record, take pictures or videos and/or to transmit same may be a violation of federal and state criminal laws and, regardless, will not be tolerated. Anyone determined to have engaged in such activity will be disciplined up to including termination, as well as reported to the authorities, if appropriate. MSI will follow all local, state, and federal laws regarding recording in the workplace.

Guest Relations:

It is the responsibility of all employees interacting with guests to make them feel welcome and comfortable. Employees are expected to extend the highest level of professionalism and courtesy to our guests, co-workers, and others at all times. A cheerful attitude and positive energy are essential to our commitment to be "Consistently Best on Block."

We want every guest who walks into our restaurants to be pleased with his or her experience. Therefore, we expect employees to immediately bring any guest complaints or potential problems to the attention of the manager on duty. Regardless of the guests' attitude, employees are always expected to be polite and helpful. If a guest complains, an employee should apologize and do whatever they can to fix the problem. Employees should operate under the assumption that the guest is always right. It doesn't matter to the guest why a problem occurred, only that it is taken care of. Employees should inform their manager even if they think an issue has been resolved. The manager will make a final decision on how to handle the complaint. Serious guest complaints may result in disciplinary action up to and including termination if the employee is found to have violated MSI policy.

Media & Press Inquiries:

Occasionally, restaurant and RSC employees may receive media inquiries about events and breaking news. No employee of MSI has the authority to talk with any media regarding matters

concerning Company business. All media inquiries should be directed to the contact number below (by brand):

- Taco Bell: (949) 863-3915
- Wingstop: Contact your direct manager or brand leader (VP)
- Chicken Salad Chick: Contact your direct manger or brand leader (VP)

Social Media & Blogging Acceptable Use:

MSI encourages employees to share information with coworkers and with those outside the company for the purpose of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public, and therefore, the company has established the following guidelines for employee participation in social media. **Note:** As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, TikTok, and Snapchat, among others.

Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas. In addition, employees may not post on a personal blog or webpage or participate on a social networking platform for personal purposes during work time or at any time with MSI equipment or property.

Employees may engage in social media activity during work time provided it is directly related to their work and approved by their manager and does not identify or reference company employees, guests, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity for purposes of monitoring productivity, confidential information, and bandwidth usage.

Employees should not divulge confidential MSI information such as trade secrets, brand information, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the company’s policies.

Employees who identify themselves as company employees or discuss matters related to the company on a social media site must include a disclaimer on the front page stating that it does not express the views of the company and that the employees are expressing only personal views—for example, “The views expressed on this website/blog are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each post

expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Employees should not identify or reference company employees, guests, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, employees should refer to the confidentiality policy. When in doubt, ask before publishing.

Employees are expected to comply with all applicable laws, including, but not limited to, copyright, trademark, and harassment laws. Violations of this policy may result in disciplinary action up to and including termination of employment.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit employees' rights under any applicable federal, state, or local laws, including rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Artificial Intelligence (AI) Acceptable Use Policy:

The purpose of this policy is to establish expectations and guidelines for the appropriate, ethical, and secure use of Artificial Intelligence (AI) tools by employees and contractors in the course of Company business. This policy is intended to promote innovation and efficiency while protecting the Company, its employees, candidates, guests, and data.

This policy applies to all employees, contractors, and temporary workers across all brands and functions who use AI tools for work-related purposes, whether Company-provided or publicly available.

This policy applies to the use of AI tools in areas including, but not limited to:

- Recruiting and hiring support
- Training and development
- Employee communications
- Data analysis and reporting
- Marketing, operations, and administrative support, etc.

Artificial Intelligence (AI) refers to software, systems, or tools that use algorithms, machine learning, natural language processing, or generative technologies to create content, analyze information,

automate tasks, or provide recommendations. Examples include generative AI chat tools, resume screening tools, content creation platforms, and predictive analytics systems.

All use of AI must align with the following principles:

- a. **Human Accountability:** AI tools are intended to assist employees—not replace professional judgment. Employees remain fully accountable for the accuracy, quality, legality, and appropriateness of any work product generated or supported by AI.
- b. **Ethical and Responsible Use:** AI must be used in a manner consistent with Company values, ethical standards, and applicable laws. AI tools may not be used in ways that could harm individuals, the Company’s reputation, or workplace trust.
- c. **Confidentiality and Data Protection:** Employees must protect confidential, proprietary, and sensitive information when using AI tools.
- d. **Transparency:** When requested and/or appropriate, employees should be prepared to explain how AI tools were used to support work outputs or decisions.

Subject to manager and/or Human Resources approval (as applicable), AI tools may be used to:

- Draft, summarize, or edit non-confidential business communications
- Generate ideas, outlines, or training content
- Improve efficiency in administrative or operational tasks
- Support learning, research, or problem-solving

All AI-generated outputs must be reviewed and validated by the employee before use or distribution.

Employees may NOT use AI tools to:

- Input, upload, or disclose confidential, proprietary, or personally identifiable information (PII) without explicit authorization
- Make employment decisions without required human review
- Generate discriminatory, harassing, or inappropriate content
- Create or share false, misleading, or deceptive information
- Circumvent Company policies, security controls, or approval processes
- Represent AI-generated content as entirely human-created when material accuracy or authorship is required

Company data must only be used with AI tools that have been approved for such use. Employees must not connect AI tools to Company systems, files, or databases without prior authorization from their manager and an authorized representative from the Company's Information Technology (IT) department. AI tools may not be used to store Company records or sensitive information unless explicitly approved by IT in advance.

Public or free AI tools (e.g., generative AI chat platforms) may be used only for low-risk, non-confidential purposes. Employees must assume that information entered into public AI tools is not private and may be retained or used by the tool provider.

Employees are responsible for ensuring that AI-generated content does not infringe on copyrights, trademarks, or other intellectual property rights. AI-generated outputs should be treated as draft content and reviewed for originality and compliance prior to use.

Employees may be required to complete training related to AI acceptable use, data privacy, and information security. Managers are responsible for reinforcing responsible AI use within their teams.

Employees who become aware of inappropriate or unsafe use of AI tools should report concerns to Human Resources, IT, or through established reporting channels.

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment, in accordance with Company policy.

This policy will be reviewed periodically and updated as necessary to reflect legal, technological, and business changes.

Lost & Found:

Any items found in a restaurant or on other MSI property must be immediately turned over to the office manager or the manager on duty without exception.

Non-Solicitation & Distribution of Literature:

Solicitation or distribution of literature by persons not employed by MSI is always prohibited on MSI property. Employees may not solicit their co-workers or distribute literature for any purpose during working time. Working time includes the working time of the co-worker doing the soliciting or distributing and the co-worker to whom the soliciting or distributing is being directed, but does not include meal periods, scheduled breaks, times before or after a shift, sending of email while not on duty, or other times when co-workers are properly not performing their job duties.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature during working time and, at all times, in "working areas," which include all office areas. "Working areas" do not include break rooms, parking lots, or common areas shared by employees during non-working time.

Nonemployees may not trespass or solicit or distribute materials anywhere on company property at any time.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit employees' rights under any applicable federal, state, or local laws, including rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Computers, Internet & Electronic Communications:

MSI provides a wide variety of communication tools and resources for use in running day-to-day business activities. Whether it is the telephone, voicemail, scanner, Internet, intranet, e-mail, text messaging, portable electronic devices, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computers, phones, portable electronic devices, or other communication tools. All communications made using company-provided equipment or services, including e-mail and Internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an e-mail, a voicemail, or another communication, a copy may be archived on the company's systems.

Employee use of company-provided communication systems, including personal e-mail and Internet use that is not job-related, has the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-mail and the Internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company's systems and/or competitiveness of the company. To protect against possible problems, delete any e-mail messages before opening that are received from unknown senders and advertisers. It also is against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company encourages employees to use e-mail only to communicate with fellow employees, suppliers, guests, or potential guests regarding company business. Internal and external e-mails are considered business records and may be subject to federal and state recordkeeping requirements, as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

Generally, employees are not permitted to use restaurant computers to access the internet. Employees may, however, use wireless access in the restaurant during meal or rest breaks. This

privilege should not be abused and must not affect the user's performance of employment-related activities.

All use of company-provided communications systems, including e-mail and Internet use, should conform to our company guidelines/policies, including, but not limited to, Equal Opportunity, Harassment, Confidentiality, and Conflicts of Interest. So, for example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should not divulge confidential information such as trade secrets, guest information, or information restricted from disclosure by law on social media sites.

Because e-mail, telephone and voicemail, and Internet communication equipment is provided for company business purposes and is critical to the company's success, your communications may be accessed without further notice by IT department administrators and company management to ensure compliance with this guideline.

Sensitive information should not be sent via unsecured electronic means. Examples of sensitive information includes, social security numbers, health-related information, ID numbers, banking or credit card information, etc.

Employees should pay particular attention to the use and security of portable electronic devices when used for business-related purposes, such as laptops, tablets, smartphones, and other data storage media, whether provided by the employer or the employee. Lost or stolen portable electronic devices containing company information may cause breaches of security that result in the loss of company confidential commercial data, the loss of vital research data, the unauthorized disclosure of sensitive employee data, lawsuits against the individual, and lawsuits against the company. Employees should use appropriate password protection for such devices and physically secure them as recommended by IT department administrators.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit employees' rights under any applicable federal, state, or local laws, including rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Changes to Personal Information:

If there is a change to an employee's home address, telephone number, or any other personal information (e.g., email address, tax filing status, etc.) it is important that the employee updates this information in the MSI payroll system.

All employee name changes must be sent to Human Resources for approval.

Job Performance & Performance Assessments:

Communication between employees and managers is very important. Discussions regarding job performance are ongoing and may be formal or informal. Employees should initiate conversations with their managers if they feel additional feedback is needed regarding their strengths, opportunities, areas for development, and potential for advancement.

Formal performance assessments are conducted annually for most positions. These reviews include a written performance assessment and discussion between the employee and their manager about job performance and expectations for the coming year.

A performance assessment does not guarantee an increase in pay, nor does it guarantee any continued employment with the Company or a change in the employee's at-will status. Merit increases are not guaranteed. An employee's overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase is warranted.

Promotions/Transfers:

We believe that it is in everyone's best interest to have the most qualified person in every position. The Company will make an effort to promote highly qualified employees to available positions. However, MSI reserves the right to fill positions with people from outside the Company. When evaluating an individual for a promotion the following factors are considered: job performance, attendance, work-related attitude, skills, knowledge, experience, qualifications, training, ability, manager recommendation, and other factors which are appropriate to the situation.

As MSI continues to grow, more opportunities for transfers and lateral developmental opportunities will arise. An employee who wants to request a transfer from one restaurant/department to another should first inform his or her manager. Such requests are decided upon according to present staffing conditions, availability of positions, past job performance and other appropriate factors.

Employees are eligible to transfer and to be considered for promotions upon completion of six (6) months of satisfactory performance in their current job. Eligibility is also dependent on the individual having the skills needed, education, experience, and other qualifications that are required for the position. A position change may take place within an employee's first six (6) months in a role if management believes that it is in the best interest of the restaurant/department to make an exception to this guideline. Human resources must approve any exceptions to this policy.

Status changes and any related changes to an employee's pay will not be retroactively applied; therefore, an employee may not begin working in their new position prior to their approved effective date.

TIME OFF & LEAVES OF ABSENCE

Holidays:

Our restaurants are open 363 days per year. Non-exempt (hourly) restaurant employees are not eligible for holiday pay. These employees will be granted unpaid time off for the two (2) holidays immediately below.:

- Thanksgiving Day
- Christmas Day

Exempt restaurant employees (e.g. RGMs), Maintenance Techs, and IT Techs are allowed time off with pay for these two (2) holidays.

Paid Time Off:

PTO is a benefit that provides eligible employees with paid time away from work. It is an all-purpose time-off policy combining traditional vacation and sick time into one flexible time-off policy. Eligible employees can use PTO for any reason including but not limited to:

- Vacation: Employees are encouraged to take time off to rest, relax, and explore new experiences.
- Personal Time: PTO can be used for personal appointments, religious observances, weather-related concerns, or activities that contribute to one's physical, or emotional well-being.
- Illness or Health: Employees should use PTO for illness, injury, or medical appointments, ensuring the necessary time to prioritize their health.
- Family Care: PTO can be used for family-related matters, such as caring for a sick child, attending a school conference or family event.
- Mental Health: We recognize the importance of one's mental health. Employees are encouraged to use PTO for self-care, stress management, or mental health days as needed.

It is the employee's responsibility to proactively consider and manage their time off needs to ensure appropriate availability throughout the year as needed.

Full-time employees are eligible for PTO benefits. For the purposes of this policy, full-time is defined as an employee regularly averaging 35 hours or more per week (during the prior calendar year). An employee's classification (hourly/salaried) and position determines their PTO eligibility, the maximum amount of PTO hours granted, and the maximum number of PTO hours they will use for a full-day absence. **Please note, part-time employees are not eligible for PTO.** For the purposes of this policy, part-time is defined as an employee averaging less than 35 hours per week.

PLEASE NOTE: This PTO policy included in this handbook is abbreviated. Employees are responsible for accessing, reviewing, and adhering to the full PTO policy [HERE](#). The full policy includes detailed information regarding PTO levels, eligibility matrix, proration table, impact of job changes, etc.

The following provisions apply to the use of PTO at all levels:

- All PTO **must be approved in advance** by the employee's manager prior to taking the time off. Approval consideration will include store or department staffing needs, etc. Unapproved PTO will not be paid out.
- Except in cases of a verifiable emergency, an employee must request PTO at least three (3) weeks in advance directly in the HR/Payroll system. Managers should make every effort to approve/deny PTO requests within 1 week of receipt. In all cases, PTO should be approved prior to the PTO date. Please note: Documentation may be required to substantiate emergency situations.
- An employee will not be approved to take PTO if it causes undue hardship on the business (e.g. excessive overtime, short staffing, etc.) In the case of undue hardship, the employee should work with their manager to determine a reasonable, more appropriate time to take PTO.
- No more than seven (7) continuous PTO days may be used at one time without the prior approval of the employee's Director (DO) or Vice President (VP).
- PTO hours must be used within the calendar year granted. All unused PTO hours will expire at the end of the calendar year (December 31st) and **will not carry over** into the next calendar year unless required by law.
- PTO will be paid at an employee's regular (straight-time) hourly rate or regular salary at the time PTO is taken. PTO is **not** considered hours worked for the purpose of calculating overtime pay.
- PTO will not be paid out in lieu of taking time off. Additionally, PTO may not be used to receive pay in excess of wages earned for a normal workday. The total amount of hours worked plus hours taken as PTO in a single day may not exceed the number of hours in an employee's normal daily work schedule.
- PTO is not transferable, once granted it cannot be transferred or given to another employee.
- Any employee with an available PTO balance must exhaust their PTO before requesting unpaid time off. This includes employees on an approved, unpaid leave of absence (FMLA, disability, worker's compensation, etc.) Please note: this provision excludes employees on approved military leave.
- PTO may not be used to supplement any other type of pay such as disability (e.g. STD, LTD) or worker's compensation.
- PTO cannot be borrowed in advance. PTO must be granted and available to be used.

- Available PTO may not be used in lieu of notice. Additionally, to ensure effective business continuity, an employee may not use PTO during their last five (5) days of employment. **PTO taken during an employee's last five (5) days of employment will not be paid out.** Unless on an approved leave of absence, an employee must be actively working on the date their employment ends.
- Employees eligible for PTO that are absent from work at the beginning of the calendar year due to an approved leave of absence, disability leave, or workers' compensation will be granted a prorated amount of PTO hours based on their return-to-work effective date.
- Due to seasonal peaks resulting in a high volume of business and/or staffing transitions, store managers (e.g. RGMs) and Above Store Leaders may not take PTO during the following dates (blackout periods) unless approved by their Vice President (VP) of Operations:
 - December 15 – December 28
- PTO **will not** be paid out upon separation. All unused PTO hours will be forfeited upon voluntary resignation, involuntary termination, or retirement.

Any employee taking time off should be considerate of business needs and plan appropriately, ensuring that necessary responsibilities are complete and appropriate coverage or back-up is put in place prior to going out on PTO. This PTO policy is established on mutual respect and trust. If gross abuse of the PTO guidelines is observed, disciplinary action may be taken up to and including termination.

Family and Medical Leave:

MSI complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company also abides by any state and local leave laws. The more generous of the laws will apply to the employee if the employee is eligible under both federal and state laws.

Employees should note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Employees should contact Human Resources to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools) to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period measured forward from the date an employee first takes that type of leave.

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or childbirth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, child, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Eligible employees with a spouse, child, or parent on active duty or called to active-duty status in the National Guard or reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to 7 days of leave); (2) attending certain military events and related activity; (3) arranging child care and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to 5 days of leave); (7) attending post-deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the armed forces, including a member of the National Guard or reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the servicemember's office, grade, rank, or rating and for which the servicemember is undergoing medical treatment, recuperation, or therapy; is in outpatient status; or is on the temporary disability retired list.

During FMLA leave, the company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the company's operations. A "key" employee is an eligible salaried employee who is among the highest-paid 10 percent of the company's employees within 75 miles of the worksite. Employees will be notified of their status as key employees, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued before the start of an employee's leave.

The FMLA defines eligible employees as employees who (1) have worked for the company for at least 12 months; (2) have worked for the company for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite that has 50 or more employees or is within 75 miles of company worksites that, taken together, have a total of 50 or more employees.

A serious health condition is an illness, an injury, an impairment, or a physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a healthcare provider or one visit and a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of "continuing treatment."

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or a reduced work schedule basis.

Employees must use all available PTO before continuing on any unpaid leave of absence. This provision excludes employees on approved military leave.

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, employees must provide notice as soon as practicable and generally must comply with the company's normal call-in procedures. The company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave. Employees also must inform the company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The company also may require a second and, if necessary, a third opinion (at the company's expense) and, when the leave is a result of the employee's own serious

health condition, a fitness-for-duty report to return to work. The company also may delay or deny approval of leave for lack of proper medical certification.

The company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required, as well as the employees' rights and responsibilities. If employees are not eligible, the company will provide a reason for the ineligibility.

The company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employees' FMLA leave entitlement. If the company determines that the leave is not FMLA-protected, the company will notify the employees.

Under an exception to the FLSA in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of exempt employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employees' exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

Military Leave:

MSI supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws, including the Uniformed Services Employment and Re-employment Rights Act (USERRA). Any employee who needs time off for uniformed service should immediately notify their manager and Human Resources, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the manager as soon as possible.

Upon return from military leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length of service promotions, and length of service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

Coordination of Leaves/Benefits:

All leaves of absence that an employee may qualify for at the same time, are to be taken at the same time. All time missed from work that qualifies for both workers' compensation and FMLA will be

counted toward the employee's twelve (12) weeks of FMLA. If an employee qualifies for worker's compensation benefits, they shall collect such payments at the same time they are on FMLA, if applicable. If an employee otherwise qualifies for other types of paid-time-off programs, such as PTO, they must use those paid days for any unpaid FMLA or personal leave. This means that an employee must take such PTO at the same time they are taking unpaid FMLA and/or personal Leave. Days in which an employee qualifies for workers' compensation benefits are not unpaid, so PTO cannot be used during this time.

EMPLOYEE BENEFITS

MSI recognizes the value of benefits to employees and their families. The company supports employees by offering a comprehensive and competitive benefits program.

Medical & Dental Insurance:

MSI offers medical and dental coverage to regular, full-time employees working 30 hours or more per week. Benefits eligibility, including the applicable waiting period, is determined by an employee's position, hours worked, etc. Please see appropriate benefits guide for an overview of eligibility and plan details. .

Employees may choose from multiple plans. Details of the plans may be found in the current benefits guide, or by contacting Human Resources.

Medical and dental insurance is contributory, which means that the employee is responsible for a portion or all the premiums for their benefits. This contribution toward the employees' coverage will be deducted from their pay based on their benefit selections. The Summary Plan Description (SPD), which can be obtained by contacting Human Resources, contains more details about these plans. Please refer to the specific SPD that governs each of the plans. To the extent the information provided in this handbook conflicts with the SPD or full plan document, the full plan document will control. This Handbook does not constitute such a legal document. These plans are subject to change at MSI's discretion. Additionally, the amount that an employee may be required to contribute towards the premiums for any of these plans may be changed at the company's discretion. Please note, to maintain coverage, an insured employee must consistently work a minimum of 30 hours per week. The Open Enrollment period allows employees to add or change their benefits coverage. Enrollment for health plans may be submitted during this period. Changes, additions, and other elections made during Open Enrollment will take effect on the effective date following the Open Enrollment period.

Special enrollment allows individuals who previously declined coverage to enroll in the plan upon loss of eligibility for other coverage and upon certain qualifying life events, such as marriage and the birth, adoption, or placement for adoption of a child. Employees must request enrollment within 30

days of the loss of coverage or life event triggering the special enrollment. For specific details regarding special enrollment due to a qualifying life event, please contact Human Resources.

Group Life Insurance:

MSI provides life insurance for employees in certain positions. Eligible employees must be full-time and work a minimum of 30 hours per week. The cost of this coverage is paid for in full by the company.

Short-Term Disability:

MSI offers short-term disability (STD) for employees in certain positions. Eligible employees must be full-time, working a minimum of 30 hours per week. Short-term disability is meant to bridge the 90-day period until an employee can return to work or until long-term disability can cover an employee. If an employee becomes disabled and cannot work for a short period of time, this coverage pays 60 percent of the employee's salary up to the policy limits.

Short-term disability benefits may run concurrently with FMLA leave and/or any other leave when permitted by state and federal law.

Long-Term Disability:

Long-term disability benefits are offered to full-time employees working a minimum of 30 hours per week. If an employee becomes totally disabled and cannot work for an extended period, this coverage pays a percentage of the employee's salary up to the policy limits. This is a voluntary benefit and is funded solely by the employee.

Long-term disability benefits will run concurrently with FMLA leave and/or any other leave when permitted by state and federal law.

401(k) Plan:

MSI provides a 401(k) Retirement Savings Plan (the Plan) to help employees accumulate financial resources for retirement.

To be eligible to join the 401(k) Plan, a full-time employee must complete 12 months of service and be 21 years of age or older. Long-term, part-time employees are eligible to join after 3 years of service if they meet the age requirement. An employee may join the Plan during the following times after completion of their waiting period: January 1, July 1.

Credited company service will be given for the entire period of any of the following leaves of absence:

- Leave of absence for military service.
- Leave of absence covered by the Family and Medical Leave Act.

Employees who terminate employment and are not rehired within 30 days will lose their credited service, except as it relates to qualified benefits plans in which the employee was eligible.

Employees will also lose their credited service if they fail to be reinstated from a leave of absence in accordance with the provisions of the applicable leave of absence law(s) and policies. Employees who are eligible for the plan prior to termination will be immediately eligible to participate again upon rehire.

Subject to statutory limits on tax deductibility, the Plan allows employees to elect how much of their salary they want to contribute to the Plan and to direct the investment of their funds into professionally managed investment funds. An employee is fully vested in his or her own contributions and entitled to those contributions upon termination of employment regardless of the length of employment. The Company has chosen, but is not required, to match employees' contributions.

The company reserves the right to terminate the Plan at any time. Eligibility, vesting, and all other matters relating to these plans are explained in the SPD that can be obtained from Human Resources.

Workers' Compensation:

To provide payment for an employee's medical expenses and for partial salary continuation in the event of a legitimate, work-related accident or illness, employees are covered by workers' compensation insurance, provided by MSI, and based on state regulations. The amount of benefits payable, as well as the duration of payments, depends upon the nature of an employee's injury or illness.

Medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law. If an employee is injured or becomes ill on the job, they must immediately report the injury or illness to their manager, seek proper care, and complete an FROI form (to be obtained from their manager). The manager must also submit an incident report to the appropriate parties. This timely notification ensures that MSI can help the employee obtain appropriate medical treatment. Failure to follow this procedure may delay an employee's benefits or may even jeopardize receipt of benefits. Questions regarding workers' compensation insurance should be directed to Human Resources.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, when permitted by state and federal law. In addition, employees will not be paid PTO for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits, such as when the plan only covers a portion of the employees' salary as allowed by state law.

Employee Assistance Program:

The employee assistance program (EAP) is a resource designed to provide highly confidential and experienced help for employees in dealing with issues that affect their lives and the quality of their job performance. MSI wants employees to be able to maintain a healthy balance of work and enjoy their life. The EAP program can help employees successfully deal with life's challenges.

This free benefit offers counseling services, a 24-hour hotline, legal, and financial resources.

The company encourages employees to use this valuable service whenever they have such a need. Employees who choose to use these counseling services are assured the information disclosed in their sessions is confidential and not available to the company, and the company is not given any information on who chooses to use the services. For questions or additional information about this program, employees may contact Human Resources.

Employee Meals:

Restaurant employees may be eligible for a discounted meal while working during their regularly scheduled shift. Employees should contact their manager, skip-level manager, or Director of Operations for specific details as the discount may vary by brand and location. Below are general guidelines regarding employee meals:

- Employees must obtain approval from a manager prior to ordering food.
- Employees may not take food to go.
- Employee meals may only be eaten in the designated areas.
- Orders should not be placed while the kitchen is busy during peak times and cannot be placed without approval from a manager.
- Employees are expected to clean up their area after eating.
- Employees are not allowed to use Company carry out containers to take home leftover food.

Employees failing to adhere to the employee meal policy are subject to disciplinary action up to and including termination.

Lactation Accommodations:

In accordance with state and federal law, the Company will allow employees to take reasonable, unpaid break time to express breast milk as needed after the birth of a child for the duration allowable by law. If possible, nursing mothers should take time to express breast milk during their regular meal and/or rest breaks. If the break time cannot run concurrently with meal and/or rest breaks already provided to the employee, the break time will be unpaid for non-exempt employees. Where these additional breaks are required, employees should work with their manager regarding scheduling. The Company will make reasonable efforts to provide employees with the use of a private location near the employee's work area, other than a toilet stall, for the employee to express milk. Employees should contact their manager to discuss the location to express their breast milk,

storage of expressed milk, and to make any other arrangements under this policy. The Company reserves the right not to provide additional break time or a private location if doing so would substantially disrupt the Company's operations. Employees should provide reasonable notice to the Company that they intend to take breaks for expressing breast milk upon returning to work. The Company will not demote, terminate, or otherwise take adverse action against an employee who requests or makes use of the accommodation and break time described in this policy.

SEPARATION FROM EMPLOYMENT

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide written notice to their supervisors at least 2 weeks in advance of the last day of work. Holidays and PTO will not be counted toward the 10-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the Company.

All employees are bound by any agreement signed by the employee throughout the duration of their employment.

Final Paycheck:

Should an employee resign or have his or her employment terminated by MSI, the employee will forfeit any available, unused PTO. MSI will deduct any monies owed to the Company, including but not limited to, health insurance deductions, etc., consistent with applicable law. The employee's final paycheck will be provided to the employee in accordance with applicable state law.

COBRA:

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan at their own expense for limited periods of time under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce, and other life events. This information will be provided to an employee when applicable in accordance with federal and state law.

Return of Company Property:

Upon termination of employment for any reason, all MSI property in an employee's possession or control must be immediately returned to MSI.

Employment References:

MSI requests that employees do not ask their manager to provide a verbal or written reference on their behalf. It is MSI's policy to provide neutral references, which provide limited employment information verifying the dates of an individual's employment and title with MSI. Former employees requesting an employment reference or verification must provide a signed authorization form.

STATE ADDENDUMS

The addendums in this section of the employee handbook applies to MSI employees that are employed in the respective states referenced. Except as noted below, nothing in this Addendum modifies any of the policies set forth in the MSI Handbook. Neither the handbook nor this Addendum constitutes a direct or implied contract of employment. MSI reserves the unilateral right to change the terms of this Handbook and Addendum.

ALABAMA:

Alabama Crime Victim Leave:

An employee who has been a victim of a crime will be allowed unpaid time off to respond to a subpoena to testify in a criminal proceeding or to participate in the reasonable preparation of a criminal proceeding.

A “victim” is defined as a person against whom a criminal offense has been committed, or, if the person is killed or incapacitated, the spouse, sibling, parent, child, or guardian of the person (except if they are the accused or if the person is in custody). If a victim is physically or emotionally unable to exercise any right established by this article, but is able to designate a lawful representative, the designated representative may exercise the same rights that the victim is entitled to exercise. If the victim is a minor, the parent or other immediate family of the victim, or other designated representative as determined by the court, may exercise all of the rights of the victim on behalf of the victim. “Criminal offense” for purposes of this policy include conduct that gives a law enforcement officer or prosecutor probable cause to believe that a felony involving physical injury, a threat of physical injury, a sexual offense, or any offense involving spousal abuse or domestic violence has been committed. This policy does not apply to criminal proceedings in which the employee is the accused or is in custody for an offense.

To qualify for leave, an employee may be required to present documentation (e.g., hearing notice, conferences, and meetings) to substantiate this leave request to the extent allowable by law.

Alabama Election Service/Official Leave:

Alabama employees who have been appointed as election officials may take leave to perform the duties of the appointed position on the day of the election only. Employees are required to provide their manager with proper documentation of the appointment and the dates of the required service at least seven days before the expected leave date.

Alabama Immigration Law Compliance:

The state of Alabama requires the use of E-Verify to verify employment eligibility. As such, MSI participates in the Electronic Verification System (E-Verify) to electronically verify the work

authorization of newly hired Alabama employees. E-Verify is an internet-based program that compares information from an employee's Form I-9 to data contained in the federal records of the Social Security Administration and the Department of Homeland Security to confirm employment eligibility. The Company does not use E-Verify to pre-screen job applicants. MSI is committed to honoring all terms and conditions of E-Verify. Employees who do not contest a Tentative Non-confirmation, or who receive a Final Non-Confirmation or No Show, are subject to immediate termination of employment.

The company complies with and requires its employees to comply with state and federal immigration laws and regulations regarding authorization to work in Alabama. An employee's failure to comply with state and federal immigration laws and regulations, or any other laws, is subject to discipline up to and including termination.

Alabama Jury Duty Leave:

An employee may take a leave of absence for any days required for service on a jury in any court created by federal or state law. Any full-time Alabama employee shall be paid their usual compensation for any time spent responding to a summons for jury duty, participating in the jury selection process, or time spent actually serving on a jury. In accordance with Alabama's jury duty leave law, employees must provide notice by showing the summons to their immediate manager on their next workday after its received. Retaliation against a staff member who requests leave under this policy, or who serves or is summoned to serve as a juror, is strictly prohibited.

Alabama Military Leave:

Employees who are active members of the Alabama National Guard, Naval Militia, the Alabama State Guard organized in lieu of the National Guard, the civilian auxiliary of the United States Air Force known as the Civil Air Patrol, the National Disaster Medical System, or of any other reserve component of the uniformed services of the United States, shall be entitled to military leave of absence from their respective civil duties and occupations on all days that they are engaged in field or coast defense or other training or on other service ordered under the National Defense Act, the Public Health Security and Bioterrorism Preparedness and Response Act of 2002, or of the federal laws governing the United States reserves, without loss of efficiency rating, annual vacation, or sick leave.

Alabama Volunteer Firefighter & Emergency Medical Service Leave:

An employee who serves as a volunteer firefighter or volunteer provider of emergency medical services may arrive late to work or be absent from work in order to respond to an emergency occurring prior to the employee's scheduled reporting time. Employees must attempt to contact their manager before missing work to notify the manager that they have been dispatched to an emergency. MSI may require the employee to provide a statement from the fire department or

emergency medical provider stating the time spent responding to an emergency call to the extent allowable by law.

Alabama Voting Leave:

MSI believes that it is the responsibility and duty of employees to exercise the privilege of voting in elections. The Company encourages employees to vote before or after work. If an Alabama employee is a registered voter and their work schedule does not allow them a sufficient amount of time outside of working hours to vote on Election Day, the Company will grant up to one hour from work to vote in a local, county, state, or federal political primary or election for which they are both qualified and registered to vote on the date of the election. However, this leave to vote is not available if an employee's work hours either start at least two hours after the polls open or end at least one hour before the polls close. Employees may be required to take voting time at the beginning or end of their workday. Employees should give their manager reasonable notice, as far in advance as is possible, of the need for such leave. Voting leave is unpaid unless state law requires this time to be compensated. Upon returning from leave, the Company may require you to provide proof of having voted (e.g., receipt, sticker)

ARKANSAS:

Arkansas Medical Marijuana Act:

In accordance with Arkansas law, MSI will not discriminate against employees who are registered qualifying patients for medical marijuana use who test positive for marijuana. MSI reserves the right to exclude a qualifying patient from being employed in or performing a safety sensitive position based on the employer's good faith belief that the qualifying patient is engaged in the current use of marijuana. A safety sensitive position is one in which a person performing the position under the influence of marijuana may constitute a threat to health or safety. Examples of safety sensitive roles or responsibilities may include prep or line cook, fry station operators, drive-thru operators, restaurant managers or other positions responsible for ensuring food safety compliance & restaurant safety procedures, as well as roles that require an employee to drive on behalf of the company.

MSI reserves the right to take adverse employment actions against any employees who use, possess, or are impaired by marijuana during their hours of employment or on work premises.

Arkansas Crime Victim Leave:

An employee will be allowed unpaid time off to participate at the prosecuting attorney's request in preparation for a criminal justice proceeding or to attend a criminal justice proceeding if the attendance is reasonably necessary to protect the interests of a crime victim. This leave also applies

to a representative of a victim. The law defines “victim” as “victim of a sex offense or an offense against a victim who is a minor and a victim of any violent crime.” The law defines a “representative of the victim” as “a member of the victim’s family or an individual designated by the victim or by a court in which the crime is being or could be prosecuted.” "Crime" for purposes of this policy means an act or omission committed by a person which is punishable by incarceration. This policy does not apply to criminal proceedings in which the employee is the accused or is in custody for an offense.

To qualify for leave, an employee may be required to present documentation (e.g., hearing notice, conferences, and meetings) to substantiate this leave request to the extent allowable by law.

Arkansas Jury Duty Leave:

Employees will be allowed time off to attend jury duty. Employees who take leave to serve on jury duty will not be subject to loss of PTO or suffer any other penalty as a result. The Company may request an employee to ask to be excused from service, or request postponement, if their absence from work would create a serious hardship for the Company. Employees must submit a copy of the original summons to their manager as soon as it is received. For periods of service longer than two days, the Company will require proof that the employee attended jury service. Employees should report for work on any day, or partial day, not actually spent attending jury duty. Employees may keep any fees received for jury duty. Jury duty leave is unpaid, though employees will be allowed to use paid time off if any is available. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

Arkansas Organ and Bone Marrow Donor Leave:

In addition to any medical, personal, or other leave, the company will grant an employee an unpaid leave of absence to allow the employee to serve as an organ donor or bone marrow donor. The employee must request this leave of absence in writing. This leave will be equal to the time requested by the employee or ninety (90) days, whichever is less. This leave will not apply if the employee is eligible for leave under the Family and Medical Leave Act (FMLA).

Arkansas Public Service Leave:

The company will grant a leave of absence to an employee who is elected to a public office in Arkansas or appointed to a board or commission by the governor. The leave period may be up to the duration of the term of office. Employees using this leave will not lose seniority rights.

Arkansas Voting Leave:

MSI will arrange employees' schedules to ensure that they can vote on election day(s). Voting leave is unpaid unless state law requires this time to be compensated. Upon returning from leave, the Company may require you to provide proof of having voted (e.g., receipt, sticker)

INDIANA:

Indiana Civil Air Patrol Leave:

Employees who serve as a member of the Civil Air Patrol must notify the Company of their status as a Civil Air Patrol member in writing.

Those serving as Civil Air Patrol members will be provided with unpaid leave when necessary to serve. While serving, the employee may use paid time off (PTO), if available. The Company will not discipline a member of the civil air patrol for:

- Being absent from work in order to engage in an emergency service operation that began before the time the employee was to report for work;
- Leaving work to engage in an emergency service operation if the emergency service operation began after the employee had reported to work and the employee secured authorization from the employee's supervisor to leave work in such situations.

The Company may reject an employee's notice if the employee is essential to the Company's day-to-day business operations and the employee's absence is likely to cause a financial loss. If the Company rejects an employee's notice, the employee must promptly notify the commander or other officer in charge of the civil air patrol. An employee whose notification has been rejected and who misses work due to an emergency, may be disciplined for the absence(s) in accordance with the attendance policy.

Employees seeking leave under this policy must provide their manager with written documentation from the Commander or other officer in charge of the Civil Air Patrol certifying that the employee engaged in an emergency service operation at the time of their absence from work. During leave, the employee's benefits will continue to accrue in accordance with state and federal law.

Indiana Family Military Leave:

Employees who have been employed by MSI for at least 12 months, have worked at least 1,500 hours during the 12-month period immediately preceding the day the leave begins, and are the spouse, parent, grandparent, child or sibling of an individual ordered to active duty, are eligible for an unpaid leave of absence for up to 10 days each calendar year.

Leave may be taken during any of the following periods:

- during the 30 days before active-duty orders are in effect.
- during a period in which the military family member ordered to active duty is on leave while active-duty orders are in effect.
- during the 30 days after the active-duty orders are terminated.

Employees may elect to use paid time off (PTO) during this leave, if available. If applicable, health care benefits will be continued at the employee's expense during the period of leave.

Employees must provide written notice at least 30 days in advance indicating the need to use this leave; notice must include a copy of the active-duty orders (if available) and an indication of the date the leave will begin. If the active-duty orders are issued less than 30 days before the date the requested leave is to begin, written notice must be provided as soon as possible under such circumstances. MSI reserves the right to require verification of eligibility for this leave. Failure to provide such verification within a reasonable time after it was requested may result in the absence from employment being considered unexcused. Upon returning from leave, in most cases the employee will be restored to the position they held before the leave began or to an equivalent position.

Indiana Jury & Witness Duty Leave:

The Company encourages all employees to fulfill their civic responsibilities and to respond to jury or witness service summons or subpoenas, attend court for prospective jury service, serve as a juror, or respond or comply with a subpoena in a criminal proceeding. Employees will not be terminated, threatened, coerced, or penalized because they request or take leave in accordance with this policy.

Employees must provide their manager with notice of any jury service summons or witness subpoenas as soon as possible after receipt and before their appearance is required. Verification from the court clerk of having served may also be required.

Employees may keep any fees received for jury duty. Jury duty leave is unpaid. Employees are allowed, but not required, to use paid time off if any is available. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

Indiana Meal Breaks for Minors:

MSI requires all Indiana employees who are under the age of 18 to take one or two unpaid meal breaks totaling 30-minutes when scheduled to work six or more consecutive hours. The meal break will not be scheduled before or during the first hour of work. All non-exempt employees must record their meal breaks. Employees who are unable to take all of the meal breaks to which they are entitled in accordance with this policy, or who have been prevented or discouraged from taking a break to which they are entitled under this policy, should notify Human Resources.

Indiana Military Leave:

Leave for National Guard Members: Indiana regular full-time or part-time employees who are members of the Indiana National Guard will be granted an unpaid leave of absence for the duration of their active state duty. This leave is in addition to any available paid time off.

Employees who are members of the Indiana National Guard ordered to training or duty under federal law or state active duty are also entitled to the rights, privileges, and responsibilities with respect to employment that are set forth in the federal Uniformed Services Employment and Reemployment Rights Act (USERRA). Indiana National Guard members ordered to active duty for at least 30 consecutive days are also entitled to the rights, benefits and protections of the federal Soldiers' and Sailors' Civil Relief Act. Accordingly, if eligible employees are called to active duty, they are entitled to a leave of absence in accordance with the Military Leave policy set forth in the Employee Handbook.

Leave under this policy will be unpaid. Exempt employees will not incur any reduction in pay for a partial week's absence.

Military Training Leave for Reserve Members: Regular full-time or part-time employees who are reserve members of the United States armed forces are entitled to a leave of absence of up to 15 days per calendar year to attend military training. Employees must provide evidence of their departure and return date for purposes of military training as soon as practicable and provide evidence of satisfactory completion of the training.

Employees who take leave under this policy and remain qualified for their job will be restored to the previous position or a similar position with the same status and pay. Seniority will continue to accrue during a leave of absence for military training, and the leave will not affect the employee's right to receive paid time off or other applicable advantages of the employee's position. Leave under this policy will be unpaid. Exempt employees will not incur any reduction in pay for a partial week's absence.

Indiana Volunteer Firefighter & Emergency Medical Services Leave:

The Company will not discipline eligible employees who are volunteer firefighters or volunteer emergency medical services association members for:

- Being absent from work to respond to a fire or emergency call received by the employee before they were scheduled to report for work.
- Leaving work to respond to a fire or emergency call provided the employee's supervisor has authorized the employee to leave work in such situations.
- For an injury sustained while engaged in emergency firefighting or other emergency response activity or for an absence lasting six months or less that arises from such an injury.

To be eligible for leave under this policy, employees must provide advance written notice to their manager that they are volunteer firefighter or volunteer emergency medical services association members and not have that notice rejected by the Company. The Company may reject an employee's notice if the employee is essential to the Company's day-to-day business operations

and the employee's absence is likely to cause a financial loss. If the Company rejects an employee's notice, the employee must promptly notify the fire chief or other officer in charge of the volunteer fire department or volunteer emergency medical services association. An employee whose notification has been rejected and who misses work due to an emergency, may be disciplined for the absence(s) in accordance with the attendance policy.

The Company may also request a written statement from the employee's officer or supervisor of the time, date, and employee's response to the emergency. Employees may also need to provide medical evidence documenting treatment for injuries at the time of the absence and the connection between the injury and the employee's emergency firefighting or other emergency response activities, if applicable

Time off under this policy will be unpaid. Exempt employees may be paid as required by law.

KANSAS:

Kansas Domestic Violence/Sexual Assault Leave:

In accordance with Kansas law, Kansas employees who are victims of domestic violence or sexual assault may take unpaid leave for certain qualifying purposes. This includes time off to:

- Obtain or attempt to obtain relief such as a restraining order or other injunctive relief to ensure personal or family safety,
- Seek medical attention for injuries caused by domestic violence or sexual assault,
- Obtain services from a domestic violence program, shelter, or crisis center, and
- Make court appearances related to domestic violence or sexual assault.

Employees are expected to provide reasonable notice of the need for leave where feasible and may provide documentation within 48 hours of return, if requested (e.g., police report, court order, medical or counseling documentation). Employees may choose to use accrued paid leave for these absences; if no paid leave is available, the leave will be unpaid. The Company will not retaliate or discriminate against employees for taking this leave.

Jury Duty:

Kansas employees summoned for jury duty will be granted unpaid leave for the period of required service. The Company will not discharge, threaten, coerce, or otherwise penalize an employee for responding to a jury summons or serving on a jury.

Employees must provide a copy of the original jury summons or subpoena to their immediate manager as soon as possible after receipt and before their appearance is required. Time spent engaged in attending court for prospective jury service or for serving as a juror is not compensable except that exempt employees will not incur any reduction in pay for a partial week's absence due to jury duty. Please note: Verification from the court clerk of having served may also be required.

Military Leave:

Eligible employees who are called to duty with the U.S. Armed Forces, the Kansas National Guard, or any other state's military forces will be granted unpaid military leave for the duration of required service. Upon completion of military service, employees will be reinstated in accordance with applicable federal and Kansas laws governing military leave and reemployment rights. The Company will not discharge, discipline, or otherwise discriminate against employees for taking military leave permitted by law.

No Smoking:

In compliance with the Kansas Indoor Clean Air Act, smoking is prohibited in all enclosed places of employment. The Company maintains a smoke-free workplace and prohibits smoking by employees and visitors in all indoor common areas, workspaces, hallways, restrooms, break rooms, and other enclosed areas, consistent with state law. Appropriate "No Smoking" signage will be posted in accordance with state requirements, and all employees will be notified of this policy. Violations of this policy may result in disciplinary action up to and including termination.

Voting Leave:

The Company encourages all employees to fulfill their civic responsibilities and to vote in public elections. Most employees' schedules provide sufficient time to vote either before or after working hours.

Any Kansas employee who has less than two hours outside of working hours to vote while the polls are open may take the amount of time off needed to have two hours off while the polls are open. For example, if the polls open one hour before an employee's shift begins, the employee can arrive one hour late to work in order to allow two consecutive hours of time off to vote. Time off under this policy will be unpaid.

Employees should provide reasonable advance notice of the need for time off to vote to their manager so that the time off can be scheduled to minimize disruption to normal work schedules. The Company may designate when such leave is taken on Election Day so as not to unduly disrupt business operations, provided that the leave complies with Kansas statutory requirements. Proof of having voted may be required.

Volunteer Emergency Personnel Leave:

Kansas employees who serve as volunteer firefighters, volunteer emergency medical service providers, volunteer reserve law enforcement officers, and certain other volunteer emergency personnel will not be discharged or discriminated against for performing such volunteer duties. The Company will grant unpaid leave for participation in authorized emergency response activities consistent with Kansas law.

MISSISSIPPI:

Mississippi Crime Victim Leave:

An employee who is a victim of a crime will be allowed to respond to a subpoena to testify in a criminal proceeding or participate in the reasonable preparation of a criminal proceeding without the loss of employment, intimidation or threat or fear of loss of employment. For purposes of this policy, "victim" means a "person against whom the criminal offense has been committed, or if the person is deceased or incapacitated, the lawful representative." A "criminal offense" means "conduct that gives a law enforcement officer or prosecutor probable cause to believe that a felony involving physical injury, the threat of physical injury, a sexual offense, any offense involving spousal abuse or domestic violence has been committed.

Mississippi Immigration Law Compliance:

The state of Mississippi requires the use of E-Verify to verify employment eligibility. As such, MSI participates in the Electronic Verification System (E-Verify) to electronically verify the work authorization of newly hired Mississippi employees. E-Verify is an internet-based program that compares information from an employee's Form I-9 to data contained in the federal records of the Social Security Administration and the Department of Homeland Security to confirm employment eligibility. The Company does not use E-Verify to pre-screen job applicants. MSI is committed to honoring all terms and conditions of E-Verify. Employees who do not contest a Tentative Non-confirmation, or who receive a Final Non-Confirmation or No Show, are subject to immediate termination of employment.

The company complies with and requires its employees to comply with state and federal immigration laws and regulations regarding authorization to work in Mississippi. An employee's failure to comply with state and federal immigration laws and regulations, or any other laws, is subject to discipline up to and including termination.

Mississippi Jury Duty Leave:

An employee may take an unpaid leave of absence for any days required for service on a jury in any court created by federal or state law. Employees must provide notice by showing the summons to their immediate manager on their next workday after it's received or within a reasonable time after

receipt of the jury summons. Retaliation against a staff member who requests leave under this policy, or who serves or is summoned to serve as a juror, is strictly prohibited. MSI will not require or request the employee to use PTO for time spent responding to a summons for jury duty, participating in the jury selection process, or serving on a jury.

Mississippi Voting Leave:

If a Mississippi employee's regular working hours do not allow them time to vote, MSI may allow the employee to take PTO, so the employee has the necessary time to vote.

OKLAHOMA:

Oklahoma Jury Duty Leave:

Employees will be allowed time off to attend jury duty. Employees must submit a copy of the original summons to their manager as soon as it is received. For periods of service longer than two days, the Company will require proof that the employee attended jury service. Employees should report for work on any day, or partial day, not actually spent attending jury duty. Employees may keep any fees received for jury duty. Jury duty leave is unpaid. Employees are allowed, but not required, to use available PTO to cover their absence due to jury duty. No employee will be discharged, retaliated against or otherwise subject to adverse employment action as a result of jury service. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

Oklahoma Medical Marijuana Use:

MSI will not refuse to hire, discipline, discharge, or otherwise penalize an applicant or employee solely on the basis of such applicant's or employee's status as a medical marijuana licensee. MSI will not refuse to hire, discipline, discharge, or otherwise penalize an applicant or employee solely on the basis of a positive test for marijuana components or metabolites, unless:

- a. The applicant or employee is not in possession of a valid medical marijuana license.
- b. The licensee possesses, consumes, or is under the influence of medical marijuana or medical marijuana products while at the place of employment or during the fulfillment of employment obligations.
- c. The position is one involving safety-sensitive job duties. Safety-sensitive means any job that includes tasks or duties that the employer reasonably believes could affect the safety and health of the employee performing the task or others.

Oklahoma Voting Leave:

MSI believes that it is the responsibility and duty of employees to exercise the privilege of voting in elections. The Company encourages employees to vote before or after work. If an Oklahoma

employee is a registered voter and their work schedule does not allow them a sufficient amount of time outside of working hours to vote on Election Day or on a day in which in-person absentee voting is allowed by law, the Company will grant up to two (2) paid hours from work to vote in a local, county, state, or federal political primary or election. However, this leave to vote is not available if a three (3) hour voting period exists before or after the employees' normal working hours. Employees may be required to take voting time at the beginning or end of their workday. Employees should give their manager at least three (3) days' notice regarding the need for such leave. Please note, proof of voting may be required (e.g., voting receipt, sticker) for an employee to be compensated under this policy. Voting time will not be counted as working time for the purposes of overtime calculations.

TENNESSEE:

Tennessee Abusive Conduct Prevention:

It is the Company's policy to provide a work environment that is free from abusive conduct. Accordingly, the Company will not tolerate abusive behavior in the workplace and expects employees to perform their jobs productively during working times and refrain from malicious, patently offensive, threatening, violent or other abusive conduct or behaviors. For purposes of this policy, abusive conduct refers to acts or omissions that would cause a reasonable person, based on the severity, nature, and frequency of the conduct; to believe they were subject to an abusive work environment. Examples of abusive conduct in the workplace include repeated verbal abuse; verbal, nonverbal, or physical conduct of a threatening, intimidating, or humiliating nature; or the sabotage of an employee's work performance. Abusive conduct does not include reasonable oversight, such as performance reviews, coaching, requests, or the exercise of other supervisory responsibilities.

The Company prohibits retaliation against an employee for using the Company's complaint procedure in accordance with this policy, reporting proscribed abusive conduct or filing, testifying, assisting, or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, harassment, intimidation, discrimination, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Employees who believe they have been subjected to abusive conduct or retaliation in violation of this policy, or who are aware of such behavior perpetrated against others, should immediately provide a written or verbal report to their manager, any other member of management, or Human Resources. Employees are not required to make a complaint directly to their immediate supervisor or to the individual alleged to have exhibited abusive conduct.

Managers who receive complaints of misconduct must immediately report such complaints to their manager and Human Resources, who will attempt to resolve issues internally. When a report is received, the Company will conduct a fair, timely, thorough, and objective investigation. The Company expects all employees to fully cooperate with any investigation conducted by the Company into a complaint of proscribed abusive conduct. The Company will maintain confidentiality surrounding the investigation to the extent possible and to the extent permitted under applicable federal and state law. If the Company determines that this policy has been violated, remedial action will be taken, commensurate with the severity of the offense, up to and including termination of employment. Appropriate action will also be taken to deter any such conduct in the future.

Tennessee Employment Eligibility and Work Authorization:

MSI participates in the Electronic Verification System (E-Verify) to electronically verify the work authorization of newly hired Tennessee employees. E-Verify is an internet-based program that compares information from an employee's Form I-9 to data contained in the federal records of the Social Security Administration and the Department of Homeland Security to confirm employment eligibility. The Company does not use E-Verify to pre-screen job applicants. MSI is committed to honoring all terms and conditions of E-Verify. Employees who do not contest a Tentative Non-confirmation, or who receive a Final Non-Confirmation or No Show, are subject to immediate termination of employment.

The Company will not tolerate any form of discrimination or harassment prohibited by federal, state, or local law, including discriminatory treatment based on an individual's national origin or citizenship status. Employees who believe they have been subject to discrimination or harassment, including during the Form I-9 and E-Verify process, should immediately report the matter to their immediate manager, skip-level manager, or Human Resources. The Company prohibits retaliation against employees for making such complaints.

Tennessee Jury Duty Leave:

MSI encourages Tennessee employees to fulfill their civic responsibilities and to respond to jury service summons or subpoenas, attend court for prospective jury service or serve as a juror. Under no circumstances will employees be terminated, threatened, coerced, or penalized because they request or take leave in accordance with this policy. When employees receive a jury summons, they must show it to their manager on the next scheduled day of work. Verification from the court of having served may also be required. Employees will be excused from work on any day that their jury service, including travel time, exceeds three hours. On days when jury service lasts three hours or less, including travel time, employees will be required to report to work for the remainder of their work shift. Employees who work the night shift or hours preceding those in which court is normally held will be excused from work for the shift immediately preceding their first day of required jury service.

Employees will also be excused from the next scheduled shift that occurs within a 24-hour period of jury service exceeding three hours. Except for employees employed on a temporary basis for less than six months, the Company will pay an employee's usual compensation while he or she serves on jury duty, less the amount of compensation received for serving as a juror. The Company requires employees to provide a statement from the court showing the daily fees or compensation paid to the employee and the total amount of fees or compensation paid for all days served.

The above provisions concerning compensation for time in court do not apply if the employee is involved as a party or expert witness in private litigation. On these occasions, the employee must take PTO, if available, or leave without pay.

Tennessee Maternity Leave Act:

Leave for adoption, pregnancy, childbirth and nursing an infant.

Tennessee employees who have been employed by the same employer for at least twelve (12) consecutive months as full-time employees, as determined by the employer at the job site or location, may be absent from such employment for a period not to exceed four (4) months for adoption, pregnancy, childbirth and nursing an infant, where applicable, referred to as "leave" in this section. With regard to adoption, the four-month period shall begin at the time an employee receives custody of the child.

Employees who give at least three (3) months' advance notice to their employer of their anticipated date of departure for such leave, their length of leave, and their intention to return to full-time employment after leave, shall be restored to their previous or similar positions with the same status, pay, length of service credit and seniority, wherever applicable, as of the date of their leave.

- Employees who are prevented from giving three (3) months' advance notice because of a medical emergency that necessitates that leave begin earlier than originally anticipated shall not forfeit their rights and benefits under this section solely because of their failure to give three (3) months' advance notice.
- Employees who are prevented from giving three (3) months' advance notice because the notice of adoption was received less than three (3) months in advance shall not forfeit their rights and benefits under this section solely because of their failure to give three (3) months advance notice.

Leave may be with or without pay at the discretion of the employer. Such leave shall not affect the employees' right to receive vacation time, sick leave, bonuses, advancement, seniority, length of service credit, benefits, plans or programs for which the employees were eligible at the date of their leave, and any other benefits or rights of their employment incident to the employees' employment position; provided, that the employer need not provide for the cost of any benefits, plans or programs during the period of such leave, unless such employer so provides for all employees on leaves of absence.

If an employee's job position is so unique that the employer cannot, after reasonable efforts, fill that position temporarily, then the employer shall not be liable under this section for failure to reinstate the employee at the end of the leave period.

The purpose of this section is to provide leave time to employees for adoption, pregnancy, childbirth and nursing the infant, where applicable; therefore, if an employer finds that the employee has utilized the period of leave to actively pursue other employment opportunities or if the employer finds that the employee has worked part time or full time for another employer during the period of leave, then the employer shall not be liable under this section for failure to reinstate the employee at the end of the leave.

Whenever the employer determines that an employee will not be reinstated at the end of the leave because the employee's position cannot be filled temporarily or because the employee has used the leave to pursue employment opportunities or to work for another employer, the employer shall notify the employee.

Nothing contained within this section shall be construed to:

- Affect any bargaining agreement or company policy that provides for greater or additional benefits than those required under this section.
- Apply to any employer who employs fewer than one hundred (100) full-time employees on a permanent basis at the job site or location.

Tennessee Meal Breaks:

MSI requires all Tennessee employees to take a 30-minute meal break when they are scheduled to work six (6) consecutive hours. Meal breaks will not be scheduled before or during the first hour of work. An exception to this policy may apply when the nature of an employee's position allows him or her ample opportunity to rest or take an appropriate break. An uninterrupted 30-minute meal break will be unpaid for nonexempt employees. All nonexempt employees must record their meal breaks. Employees who are unable to take all of the meal breaks to which they are entitled in accordance with this policy, or who have been prevented or discouraged from taking a break to which they are entitled under this policy, should notify Human Resources.

In accordance with Tennessee state law, non-minor employees (18 years of age or older) may voluntarily waive their right to an unpaid meal break. Employees who wish to waive their meal break must do so knowingly and voluntarily by completing the Meal Break Waiver Form provided by your manager or Human Resources.

The waiver will remain in effect for the duration of the employee's employment unless rescinded in writing by either the employee or the Company. Employees who wish to revoke their waiver must submit a written request to Human Resources at hr@meauxsi.com. The Company also reserves the right to revoke an employee's waiver at its discretion.

Tennessee Meal Breaks for Minors:

MSI requires all Tennessee employees who are under the age of 18 to take a 30-minute meal break when scheduled to work six or more consecutive hours. The meal break will not be scheduled before or during the first hour of work. An uninterrupted, 30-minute meal break will be unpaid for nonexempt employees. All non-exempt employees must record their meal breaks. Employees who are unable to take all of the meal breaks to which they are entitled in accordance with this policy, or who have been prevented or discouraged from taking a break to which they are entitled under this policy, should notify Human Resources.

Tennessee Pregnancy Accommodations:

In compliance with the Tennessee Pregnant Workers Fairness Act, MSI will make reasonable accommodations for medical needs arising from pregnancy, childbirth, or related medical conditions of an applicant for employment or an employee, unless the accommodation would impose an undue hardship on business operations. The Company will not take adverse action against employees in terms, conditions or privileges of employment for requesting or using a reasonable accommodation to the known limitations for medical needs arising from pregnancy, childbirth or related conditions, including, but not limited to, counting an absence related to pregnancy under the attendance policy. The Company will not require employees to take leave if another reasonable accommodation can be provided to the known limitations for medical needs arising from pregnancy, childbirth, or related conditions. Reasonable accommodations include but are not limited to:

- making existing facilities used by employees readily accessible and usable.
- providing more frequent, longer, or flexible breaks.
- modifying food or drink policy.
- providing modified seating.
- allowing employees to sit more frequently if the job requires standing.
- providing assistance with manual labor and limits on lifting.
- authorizing a temporary transfer to a vacant position.
- providing job restructuring or light duty, if available.
- acquiring or modifying equipment, devices, or workstations.
- modifying work schedules.
- allowing flexible scheduling for prenatal visits.
- providing accommodation for the purpose of expressing milk.

The Company reserves the right, to the maximum extent permitted by applicable law, to request medical certification from a healthcare professional if an individual is requesting a reasonable accommodation related to temporary transfer to a vacant position, job restructuring, light duty or accommodations that require time away from work. The Company will engage in an interactive process with the individual to determine if a reasonable accommodation can be provided, absent

undue hardship, while the individual is making a good faith effort to obtain the medical certification. The Company will not take adverse action against employees related to their need for accommodation while they are engaging in good faith efforts to obtain medical certification. Any questions about, or requests for, a reasonable accommodation pursuant to this policy should be directed to Human Resources.

Tennessee Veterans Day Leave:

MSI will allow Tennessee employees who are qualified veterans to take the entirety of Veterans' Day (November 11) off, so long as the employee gives at least one month's written notice of the intent to take time off on Veterans' Day and provides proof of their veteran status (e.g., a DD FORM 214 or other comparable certificate of discharge from the armed forces). For purposes of this policy, qualified veterans include former members of the armed forces of the United States and former or current members of a reserve or Tennessee national guard unit who were called into active military service of the United States. The day off will be an unpaid holiday unless otherwise required by applicable law. Employees receive prior approval from their manager before taking the day off. The Company reserves the right to deny requested time off under this policy if the veteran employee's absence (either alone or in combination with other veteran employees' absences) causes the Company significant economic or operational disruption.

Tennessee Volunteer Firefighter Leave:

Tennessee employees classified as regular full-time or part-time who are also an Active Volunteer Firefighter may be permitted to leave work to respond to fire calls during regular hours of employment without loss of pay or earned overtime accumulation. No other classification of employee is eligible for volunteer firefighter leave in Tennessee. Within twelve (12) hours after the conclusion of a fire call or emergency that lasted four (4) or more hours, the Employee may be permitted to take leave using PTO, if available. If the employee does not have any available PTO, the employee may be permitted to take leave without pay. MSI may require a written statement from the chief of the fire department verifying the employee's response to an emergency or on-call status and specifying the date, time, and duration of work.

Tennessee Voting Leave:

Employees registered to vote in an election in Tennessee may be absent from work for a reasonable period of time, not to exceed three hours, necessary to vote while the polls are open in the county where the employee resides. The employee will receive regular compensation during this period. However, this leave to vote is not available if a three (3) hour voting period exists before or after the employees' normal working hours. MSI reserves the right to specify the time the employee may be absent. Employees should give their manager as much notice as possible regarding the need for such leave but must notify them no later than noon the day before the election. Please note, proof of

voting may be required (e.g., voting receipt, sticker) for an employee to be compensated under this policy. Voting time will not be counted as working time for the purposes of overtime calculations.

TEXAS:

Texas Jury Duty Leave:

Employees will be allowed time off to attend jury duty. Employees must submit a copy of the original summons to their manager as soon as it is received. For periods of service longer than two days, the Company will require proof that the employee attended jury service. Employees should report for work on any day, or partial day, not actually spent attending jury duty. Employees may keep any fees received for jury duty. Jury duty leave is unpaid, though employees will be allowed to use paid time off if any is available. Exempt employees will be paid in accordance with the Fair Labor Standards Act. No employee will be discharged, retaliated against or otherwise subject to adverse employment action as a result of jury service.

Texas Military Leave:

An employee who is a member of the state military forces of this state or any other state and who is ordered to authorized training or duty by a proper authority will be granted an unpaid leave of absence for the duration of the training/active duty. This leave is in addition to any paid time off. The employee is entitled to return to the same employment held when ordered to training or duty and will not be subjected to loss of time, efficiency rating, vacation time, or any benefit of employment during or because of the absence. The employee, as soon as practicable after release from duty, must give written or actual notice of intent to return to employment.

Texas Voting Leave:

MSI believes that it is the responsibility and duty of employees to exercise the privilege of voting in elections. The Company encourages employees to vote before or after work. If a Texas employee is a registered voter and their work schedule does not allow them a sufficient amount of time outside of working hours to vote on Election Day or while early voting is in progress, the Company will grant a reasonable amount of time from work to vote in a local, county, state, or federal political primary or election for which they are both qualified and registered to vote. However, this leave to vote is not available if the polls are open for at least two (2) consecutive hours outside of an employee's work hours. Employees may be required to take voting time at the beginning or end of their workday. Employees should give their manager reasonable notice, as far in advance as is possible, of the need for such leave. Please note, proof of voting may be required (e.g., voting receipt, sticker) for an employee to be compensated under this policy. Voting time will not be counted as working time for the purposes of overtime calculations.

Texas Witness Duty & Court Appearance Leave:

Employees may take time away from work to attend juvenile court proceedings when required to do so as the parent or guardian of the juvenile, or to comply with a valid subpoena to appear at a civil, criminal, legislative or administrative proceeding. Such leave is unpaid except that exempt employees will receive pay when required by applicable federal or state law.

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the MSI employee handbook, including the Company's Anti-Harassment/Anti-Sexual Harassment policy. I understand and agree that it is my responsibility to read and comply with all the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. The handbook, company practices, and other communications do not create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the president of the company may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the President of the company.